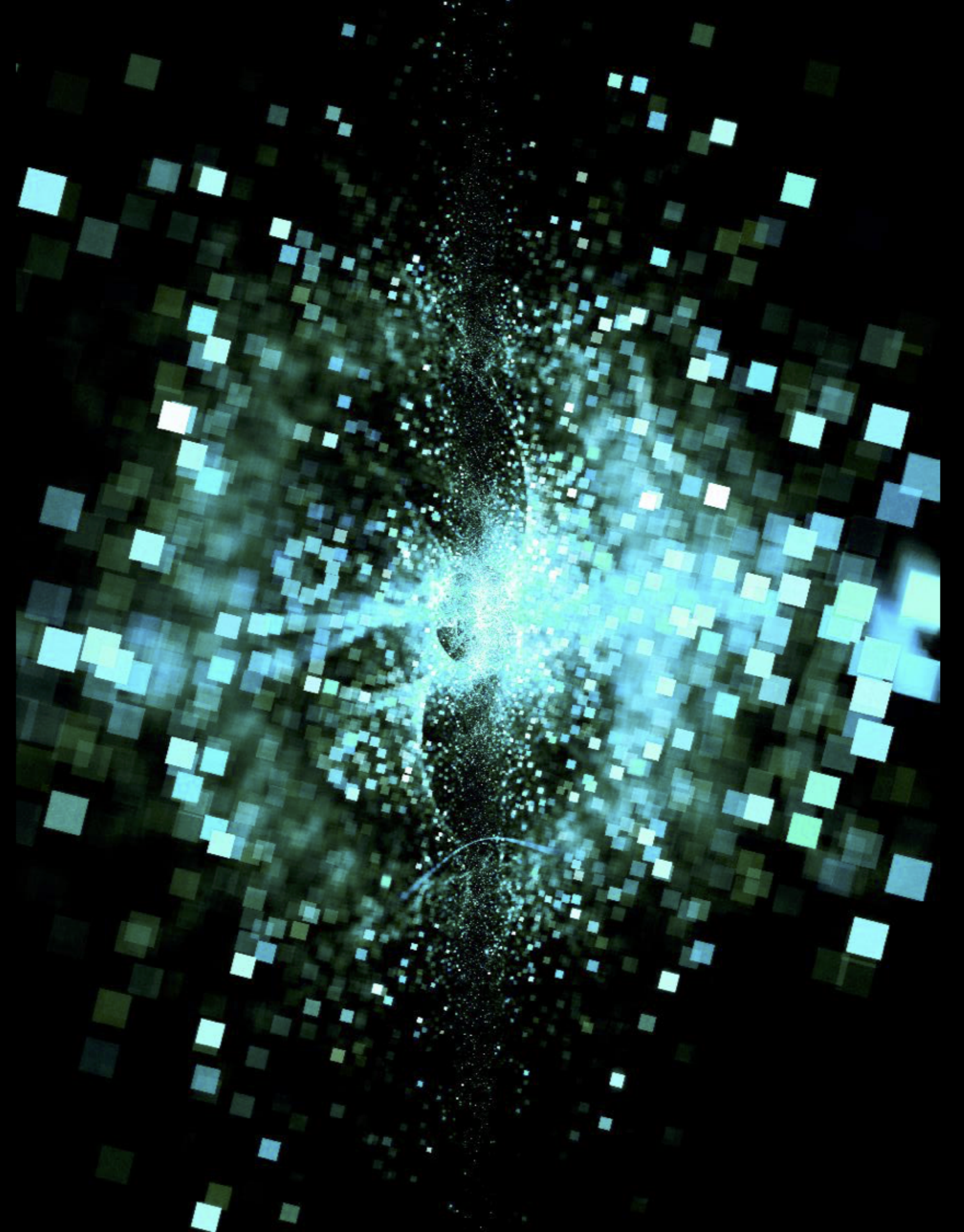




# Inside Sherpa – Digital Internship

Technology, Strategy & Architecture – TS&I



# TECHNOLOGY CONSIDERATIONS – MYBANK

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## Technology Architecture

- **Infrastructure** – implement a multi-tenant cloud deployment model to ensure a better data isolation and process flexibility
- **Novelty** – integrate an AI to provide mass personalization of services based on the client's account type, financial well-being and needs
- **Security** – practice secure app development to protect the financial system and the personal client information from cyber threats

## Technology Delivery

- **Componentization** – focus on componentization methodologies to create a system that is highly scalable to meet clients needs and expectations
- **Dependency** – consider the need for external solutions needed for project implementation
- **Timeline** – identify the project implementation timeline to set realistic goals and choose a software development approach

## Usability of the Solution

- **Ease of use** – create seamless customer experience by offering cross-platform online banking for desktop, tablet and mobile devices
- **Satisfy customer needs** – use customer-centric approach to identify the goals, needs and frustrations of the target users
- **Accessibility** – consider the web standards for content accessibility when creating the user interface of the application

## Technology Framework and Compatibility

- **Web** – the online banking system must have a web-based version for desktop and mobile browsers
- **Mobile** – offer native applications for each of the mobile operating systems to ensure complete coverage
- **Extensibility** – consider possible integration with third party tools

# BUSINESS CASE

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## Feasibility

**Technical** – low relative risks since there is no existing system in place and thus no data migration or legacy code familiarity required.

**Operational** – there is a potential disruption of day-to-day operations due to the core banking transformation complexity.

## Value Analysis

Financial institutions that digitize the most important consumer journeys can increase revenues up to 20% and reduce costs by up to 25%:

- Cost reduction
- Error reduction
- Increased flexibility
- Increased speed of activity
- Opening new markets and increasing sales opportunities

## Projected Costs

**Purchase** – acquiring the necessary equipment and resources.

**Implementation** – paying the employees for designing, developing and testing the system.

**Maintenance** – keeping the system up-to-date and error-free after it is implemented.

## Business Benefits

**Competitiveness** – remain competitive within the banking market by establishing bank's online presence.

**Convenience** – improve customer service by providing fast and paperless form of banking.

**Cost-effectiveness** – reduction of time customers spend in queues and reduction of costs associated with cheque processing.

**Customer growth** – attraction of new customers due to system's convenience.