aractech

Global Learning for Operational Leaders



DIGITAL INNOVATION AND TRANSFORMATION | DIT-077

Digital Transformation in Banking and Financial Services

Contact

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Course content

Why Attend

Banking and financial services are being reshaped by digital-first competitors, changing customer expectations, open banking, real-time payments, artificial intelligence and new regulatory frameworks.

Banks that transform successfully deliver seamless digital journeys, launch products faster, reduce operating costs and use data to manage risk and personalise services. Those that do not risk losing customers and relevance.

Course Methodology

• This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes an interactive mixture of lecture-led learning, case studies, practical exercises and group discussions.

Course Objectives

• Understand core principles and best practices covered in Digital Transformation in Banking and Financial Services.

• Apply practical techniques to day-to-day operational challenges.

• Build an implementation action plan suitable for your organization.

Target Audience

• Bank and financial institution executives

• Digital banking and innovation managers

• Retail and corporate banking leaders

• IT and operations managers in financial services



Course outline

Detailed course outline

Day-by-day outline for Digital Transformation in Banking and Financial Services.

Day 1 - The Changing Financial Services Landscape

- 09:00-09:34 | Forces of Change: Customer expectations, digital natives and big tech in finance
- 09:34-10:08 | Fintech Disruption: Neobanks, payments, lending, wealth and insurance technology
- 10:08-10:42 | Open Banking and Open Finance: Regulation, APIs and new business models
- 10:42-11:00 | Real-Time Payments and Digital Currencies: Instant payments, CBDCs and stablecoins
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Real-Time Payments and Digital Currencies: Instant payments, CBDCs and stablecoins (continued)
- 11:46-12:20 | Regional Developments: Digital banking licences and fintech hubs in the Gulf
- 12:20-13:27 | Case Studies: Digital transformations of leading banks
- 13:27-14:00 | Assessment: Participants evaluate their institution's digital maturity

Day 2 - Digital Strategy and Customer Experience

- 09:00-09:34 | Defining the Digital Strategy: Ambition, priorities and target operating model
- 09:34-10:08 | Customer Journeys in Banking: Onboarding, payments, lending and service
- 10:08-10:42 | Digital Onboarding and eKYC: Fast, secure and compliant customer acquisition
- 10:42-11:00 | Mobile and Omnichannel Banking: Consistent experiences across channels
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Mobile and Omnichannel Banking: Consistent experiences across channels (continued)
- 11:46-12:20 | Personalisation: Using data to offer the right product at the right time
- 12:20-12:53 | Branch Transformation: The role of physical channels in a digital world
- 12:53-14:00 | Workshop: Redesign a key banking customer journey



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Day 3 - Technology Modernisation

- 09:00-09:30 | Legacy Core Systems: Challenges and modernisation options
- 09:30-10:00 | Core Banking Transformation: Replacement, progressive modernisation and hollowing out
- 10:00-10:30 | Cloud Adoption in Banking: Regulatory considerations and migration approaches
- 10:30-11:00 | APIs and Microservices: Building flexible banking platforms
- 11:00-11:30 | Coffee break
- 11:30-12:00 | APIs and Microservices: Building flexible banking platforms (continued)
- 12:00-12:30 | Banking as a Service and Embedded Finance: New distribution models
- 12:30-13:00 | Automation in Operations: RPA and straight-through processing
- 13:00-14:00 | Case Study: Planning a core banking modernisation

Day 4 - Data, AI and Risk in Digital Banking

- 09:00-09:34 | Data Strategy for Banks: Single customer view and data platforms
- 09:34-10:08 | AI in Banking: Credit scoring, fraud detection, chatbots and advisory
- 10:08-10:42 | Generative AI in Financial Services: Opportunities and controls
- 10:42-11:00 | Cybersecurity and Fraud: Protecting digital channels and customers
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Cybersecurity and Fraud: Protecting digital channels and customers (continued)
- 11:46-12:20 | Regulatory Compliance: RegTech, AML and digital supervision
- 12:20-12:53 | Responsible AI and Model Risk: Fairness, explainability and governance
- 12:53-14:00 | Exercise: Evaluate an AI use case for a bank



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Day 5 - Partnerships, Culture and Roadmap

- 09:00-09:30 | Partnering with Fintechs: Models, selection and integration
- 09:30-10:00 | Digital Ecosystems: Super apps and platform strategies
- 10:00-10:30 | Agile Ways of Working in Banks: Product teams and squads
- 10:30-11:00 | Talent and Culture: Building digital skills and mindset
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Talent and Culture: Building digital skills and mindset (continued)
- 12:00-12:30 | Measuring Transformation Success: Digital KPIs and value delivered
- 12:30-13:30 | Building the Transformation Roadmap: Phasing initiatives
- 13:30-14:00 | Capstone: Participants present a digital transformation roadmap for a financial institution



Seminar dates

Available seminar dates

Live dates and pricing for Digital Transformation in Banking and Financial Services generated from the course details page.

Date	Location	Format	Fee
4 - 8 January 2027	London	Classroom	**€2,815**
11 - 15 January 2027	Berlin	Classroom	**€3,400**
18 - 22 January 2027	Dubai	Classroom	**€2,745**
25 - 29 January 2027	Cape Town	Classroom	**€1,895**
1 - 5 February 2027	Paris	Classroom	**€2,210**
8 - 12 February 2027	Stockholm	Classroom	**€3,400**
15 - 19 February 2027	Amsterdam	Classroom	**€2,415**
22 - 26 February 2027	Istanbul	Classroom	**€2,250**
1 - 5 March 2027	London	Classroom	**€2,815**
8 - 12 March 2027	Cape Town	Classroom	**€1,895**



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Date	Location	Format	Fee
15 - 19 March 2027	Malmo	Classroom	**€3,400**
22 - 26 March 2027	Dubai	Classroom	**€2,745**
5 - 9 April 2027	Barcelona	Classroom	**€2,175**
12 - 16 April 2027	Cape Town	Classroom	**€1,895**
19 - 23 April 2027	Frankfurt	Classroom	**€2,215**
26 - 30 April 2027	Dubai	Classroom	**€2,745**
3 - 7 May 2027	Kuala lumpur	Classroom	**€2,425**
10 - 14 May 2027	Copenhagen	Classroom	**€3,400**
17 - 21 May 2027	Istanbul	Classroom	**€2,250**
24 - 28 May 2027	Dubai	Classroom	**€2,745**



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Date	Location	Format	Fee
7 - 11 June 2027	Cape Town	Classroom	**€1,895**
14 - 18 June 2027	Paris	Classroom	**€2,210**
21 - 25 June 2027	Dubai	Classroom	**€2,745**
5 - 9 July 2027	Amsterdam	Classroom	**€2,415**
12 - 16 July 2027	Dubai	Classroom	**€2,745**
19 - 23 July 2027	Oslo	Classroom	**€4,200**
26 - 30 July 2027	Cape Town	Classroom	**€1,895**
2 - 6 August 2027	Dublin	Classroom	**€3,360**
9 - 13 August 2027	Dubai	Classroom	**€2,745**
16 - 20 August 2027	Barcelona	Classroom	**€2,175**



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Date	Location	Format	Fee
23 - 27 August 2027	Cape Town	Classroom	**€1,895**
6 - 10 September 2027	Frankfurt	Classroom	**€2,215**
13 - 17 September 2027	Dubai	Classroom	**€2,745**
20 - 24 September 2027	Kuala lumpur	Classroom	**€2,425**
4 - 8 October 2027	London	Classroom	**€2,815**
11 - 15 October 2027	Manchester	Classroom	**€3,360**
18 - 22 October 2027	Dubai	Classroom	**€2,745**
25 - 29 October 2027	Cape Town	Classroom	**€1,895**
1 - 5 November 2027	Paris	Classroom	**€2,210**
8 - 12 November 2027	Dubai	Classroom	**€2,745**



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15 - 19 November 2027	Amsterdam	Classroom	**€2,415**
22 - 26 November 2027	Dubai	Classroom	**€2,745**
6 - 10 December 2027	Liverpool	Classroom	**€3,360**
13 - 17 December 2027	Cape Town	Classroom	**€1,895**
20 - 24 December 2027	Istanbul	Classroom	**€2,250**
27 - 31 December 2027	Dubai	Classroom	**€2,745**
4 - 8 January 2027	Online / Live	Online / Live	**€1,515**
11 - 15 January 2027	Online / Live	Online / Live	**€1,515**
18 - 22 January 2027	Online / Live	Online / Live	**€1,515**
25 - 29 January 2027	Online / Live	Online / Live	**€1,515**



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1 - 5 February 2027	Online / Live	Online / Live	**€1,515**
8 - 12 February 2027	Online / Live	Online / Live	**€1,515**
15 - 19 February 2027	Online / Live	Online / Live	**€1,515**
22 - 26 February 2027	Online / Live	Online / Live	**€1,515**
1 - 5 March 2027	Online / Live	Online / Live	**€1,515**
8 - 12 March 2027	Online / Live	Online / Live	**€1,515**
15 - 19 March 2027	Online / Live	Online / Live	**€1,515**
22 - 26 March 2027	Online / Live	Online / Live	**€1,515**
5 - 9 April 2027	Online / Live	Online / Live	**€1,515**
12 - 16 April 2027	Online / Live	Online / Live	**€1,515**



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19 - 23 April 2027	Online / Live	Online / Live	**€1,515**
26 - 30 April 2027	Online / Live	Online / Live	**€1,515**
3 - 7 May 2027	Online / Live	Online / Live	**€1,515**
10 - 14 May 2027	Online / Live	Online / Live	**€1,515**
17 - 21 May 2027	Online / Live	Online / Live	**€1,515**
24 - 28 May 2027	Online / Live	Online / Live	**€1,515**
7 - 11 June 2027	Online / Live	Online / Live	**€1,515**
14 - 18 June 2027	Online / Live	Online / Live	**€1,515**
21 - 25 June 2027	Online / Live	Online / Live	**€1,515**
5 - 9 July 2027	Online / Live	Online / Live	**€1,515**



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26 - 30 July 2027	Online / Live	Online / Live	**€1,515**
2 - 6 August 2027	Online / Live	Online / Live	**€1,515**
9 - 13 August 2027	Online / Live	Online / Live	**€1,515**
16 - 20 August 2027	Online / Live	Online / Live	**€1,515**
23 - 27 August 2027	Online / Live	Online / Live	**€1,515**
6 - 10 September 2027	Online / Live	Online / Live	**€1,515**
13 - 17 September 2027	Online / Live	Online / Live	**€1,515**
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18 - 22 October 2027	Online / Live	Online / Live	**€1,515**
25 - 29 October 2027	Online / Live	Online / Live	**€1,515**
1 - 5 November 2027	Online / Live	Online / Live	**€1,515**
8 - 12 November 2027	Online / Live	Online / Live	**€1,515**
15 - 19 November 2027	Online / Live	Online / Live	**€1,515**
22 - 26 November 2027	Online / Live	Online / Live	**€1,515**
6 - 10 December 2027	Online / Live	Online / Live	**€1,515**
13 - 17 December 2027	Online / Live	Online / Live	**€1,515**



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Date	Location	Format	Fee
20 - 24 December 2027	Online / Live	Online / Live	**€1,515**
27 - 31 December 2027	Online / Live	Online / Live	**€1,515**

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