



New Curricula for e-Leadership

Digital transformation of banking – a do-or-die game

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How banking compares with other industries in digitization...

Airlines



Hotels



Retail



Full digital customer experience...

Banking

- Some major e-banking initiatives with mixed results



- Often a facelift only
- Still complex and expensive

Behind on the curve...

Banking needs to catch up...

Top reasons (and excuses) for being late

- Too narrow scope ... focusing on front-end only
- Compliance with regulations is taking too many resources – especially post-2008
- Risk and security concerns
- Industry is failing to attract top talents

Digital transformation focus areas

- Migration of front-end activity to digital channels
- Automation of fulfilling and servicing processes
- Leveraging massive amounts of existing business data for improved customer segmentation and targeting

According to McKinsey modeling European retail banks that pursue a full digital transformation, pulling all improvement levers, can realize improvements in earnings of more than 40 percent over the next five years. (FT, October 2013)

Most wanted eleadership skills in digital transformation of banking

Technology

- Business process design & optimization (both methodology -like Lean - and technology, such as workflow tools and imaging)
- Business Intelligence
- “Customer experience” design and integration with digital environment

Leadership

- Organizational design of digital enterprises
- Project delivery
- People management in a “no-office, everything is a project, collaboration anywhere-anytime” environment”
- Managing change with existing staff

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Delivering e-Leadership – The Skills Agenda

THANK YOU