

DIGITAL TRANSFORMATION IN BANKING & FINANCE INDUSTRY

"Driving Innovation, Agility, and Customer-Centricity through Financial Technology and Digital Strategy"

Schedule

Date	Venue	Fees (Face-to-Face)
17 - 21 Aug 2026	London, UK	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Digital transformation is reshaping the banking and finance industry by revolutionizing how services are delivered, risks are managed, and value is created. In a fast-paced digital economy, financial institutions must innovate rapidly, adopt agile technologies, and stay ahead of evolving customer expectations, regulations, and competition.

This intensive 5-day course provides a strategic and practical overview of digital transformation in banking and finance, covering emerging technologies such as AI, blockchain, open banking, digital payments, and regulatory technology (RegTech). Participants will gain the insights and tools needed to lead and manage change in a digitally driven financial landscape.

Objectives

By the end of this course, participants will be able to:

- Understand key drivers and components of digital transformation in financial services
- Explore the impact of fintech, AI, blockchain, and big data on banking operations and strategy
- Design customer-centric digital experiences and omnichannel banking models
- Evaluate cybersecurity and regulatory compliance challenges in digital finance
- Develop a roadmap for digital innovation and transformation in their institutions

Why Attend

- Stay competitive by understanding cutting-edge fintech trends and innovations
- Learn to align digital strategy with business goals and customer expectations
- Gain practical tools to lead transformation initiatives in your organization
- Understand how to manage digital risks, data privacy, and regulatory change
- Explore successful case studies of digital banking and neobanks

Target Audience

This program is designed for:

- Digital transformation leaders and innovation officers in banks and financial institutions
- IT and technology managers in the financial sector
- Strategy, product, and operations managers
- Risk and compliance professionals
- Consultants and advisors working on fintech and digital finance

Individual Benefits

Key competencies that will be developed include:

- Strategic insight into digital banking trends and innovation models
- Understanding of emerging technologies and their application in finance
- Leadership skills for managing transformation programs
- Enhanced digital literacy and decision-making in tech-driven environments
- Tools to improve customer engagement and operational agility

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved ability to design and implement digital strategies
- Enhanced customer experience and engagement across digital channels
- Stronger data-driven decision-making and innovation culture
- Improved compliance and security posture in digital operations
- Faster adaptation to market disruptions and technological shifts

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Deep dive into digital transformation frameworks, fintech evolution, and innovation roadmaps
- Case Studies - Real-world examples of digital banking, challenger banks, and RegTech adoption
- Workshops - Design thinking, digital journey mapping, and transformation planning exercises
- Peer Exchange - Interactive discussions on challenges and success factors in digital finance
- Tools - Templates for digital strategy development, maturity assessment, and KPI tracking

MAWA EVENTS

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Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: The Digital Financial Landscape

- Module 1: The Future of Banking in the Digital Age (07:30 – 09:30)
 - The evolution of digital banking and fintech disruption
 - Drivers of transformation: customer expectations, competition, and regulation
 - Key components of a digital banking strategy
- Module 2: Open Banking and APIs (09:45 – 11:15)
 - Introduction to open banking concepts and regulations
 - API ecosystems and platform banking models
 - Benefits and challenges of data sharing and third-party integration
- Module 3: Case Study – Transformation of a Traditional Bank (11:30 – 01:00)
 - Real-world transformation strategy
 - Key decisions, tools, and success metrics
 - Lessons learned and pitfalls to avoid
- Module 4: Workshop – Digital Readiness Assessment (02:00 – 03:30)
 - Assessing current capabilities
 - Identifying gaps and opportunities
 - Prioritizing digital initiatives

Day 2: Fintech, Blockchain & Digital Innovation

- Module 1: Understanding Fintech Disruption (07:30 – 09:30)
 - Overview of fintech segments: lending, payments, robo-advisors
 - Fintech vs. traditional banking – collaboration and competition
 - Impact on revenue models and service delivery
- Module 2: Blockchain and Distributed Ledger Technology (09:45 – 11:15)
 - Blockchain basics, smart contracts, and decentralized finance (DeFi)
 - Use cases in trade finance, KYC, and settlement systems
 - Regulatory and security considerations
- Module 3: Emerging Technologies in Banking (11:30 – 01:00)
 - Artificial intelligence and machine learning in credit and fraud detection
 - Big data analytics for customer insight and personalization
 - Robotic process automation (RPA) in banking operations
- Module 4: Workshop – Technology Selection and Use Case Planning (02:00 – 03:30)
 - Evaluating technology fit and ROI
 - Identifying pilot areas for innovation
 - Building the business case

Day 3: Customer Experience and Digital Channels

- Module 1: Designing a Digital-First Customer Experience (07:30 – 09:30)
 - Omnichannel vs. multichannel models
 - Personalization through data and automation
 - Digital onboarding and self-service
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Module 2: Mobile and Internet Banking Trends (09:45 – 11:15)

- Evolution of mobile apps and digital wallets
- Security, authentication, and UX design
- KPIs for channel performance
- Module 3: Case Study – Neobanks and Challenger Banks (11:30 – 01:00)
- Operating models of fully digital banks
- Growth strategies and value propositions
- Lessons for incumbent banks
- Module 4: Workshop – Journey Mapping and Experience Design (02:00 – 03:30)
- Mapping customer touchpoints and pain points
- Creating frictionless digital journeys
- Tools for CX analysis and improvement

Day 4: Cybersecurity, Risk, and Regulatory Compliance

- Module 1: Cyber Threats in Digital Finance (07:30 – 09:30)
- Common cyber risks: phishing, ransomware, data breaches
- Role of cybersecurity in digital trust
- Incident response and cyber resilience
- Module 2: Regulatory Technology (RegTech) and Compliance Automation (09:45 – 11:15)
- AML, KYC, and fraud detection through AI
- Automated monitoring and reporting
- Regulatory expectations for digital systems
- Module 3: Data Privacy and Governance (11:30 – 01:00)
- GDPR and data protection principles
- Consent management and ethical use of data
- Internal policies and controls
- Module 4: Workshop – Digital Risk Assessment (02:00 – 03:30)
- Identifying digital risk exposures
- Developing mitigation plans
- Risk management tools and frameworks

Day 5: Strategy Execution and Innovation Leadership

- Module 1: Building a Digital Transformation Roadmap (07:30 – 09:30)
- Phased implementation planning
- Resource allocation and stakeholder alignment
- Transformation KPIs and performance tracking
- Module 2: Change Management and Culture Shift (09:45 – 11:15)
- Overcoming resistance to digital change
- Upskilling and employee engagement
- Embedding innovation into organizational DNA
- Module 3: Future Trends and Innovation Forecast (11:30 – 01:00)
- Decentralized finance, embedded banking, AI-driven personalization
- Fintech partnerships and venture trends
- Preparing for next-generation banking
- Module 4: Final Assessment and Wrap-Up (02:00 – 03:30)

Recap and lessons learned

- Participant presentations
- Feedback and certificate awarding

Certification

Participants will receive a Certificate of Completion in Digital Transformation in Banking & Finance, confirming their understanding of digital innovation, fintech integration, and strategic transformation in the financial services industry.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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