



**2020 NATIONAL
CONFERENCE**
Virtual Event | 2-3 December 2020



Digital Transformation: Have Your Organization Leverage The Momentum?

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02 Desember 2020

..... **Enhancing Communication & Collaboration: Learning From the Pandemic**

- ***Brace Yourself, the New Normal is Coming!***
Current Trends and Drifts in Financial Sectors
- ***BRI Identity as the Largest Microfinance Bank***
“Digital First, Ecosystem First” as the foundation
- ***Managing Transformation in BRI***
Agile Governance for the next normal

Brace Yourself, The New Normal is Coming!



“Business as usual”
is DEAD



Remote-everything is
here, now, and won't go
'back to normal'



The
GREAT TRANSFORMATION
is here!

BigTech – BigState – BigHealth

We are in the VUCA era

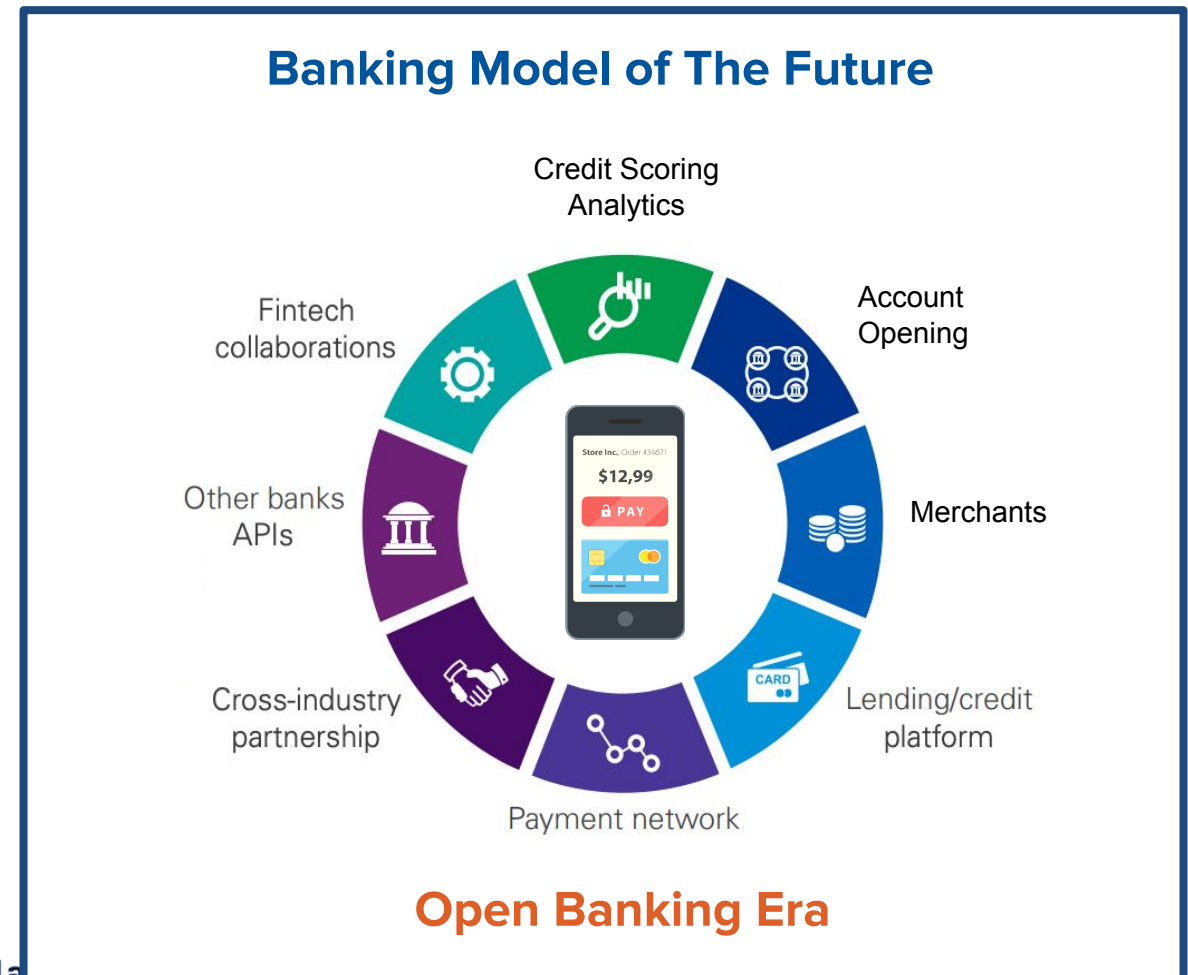
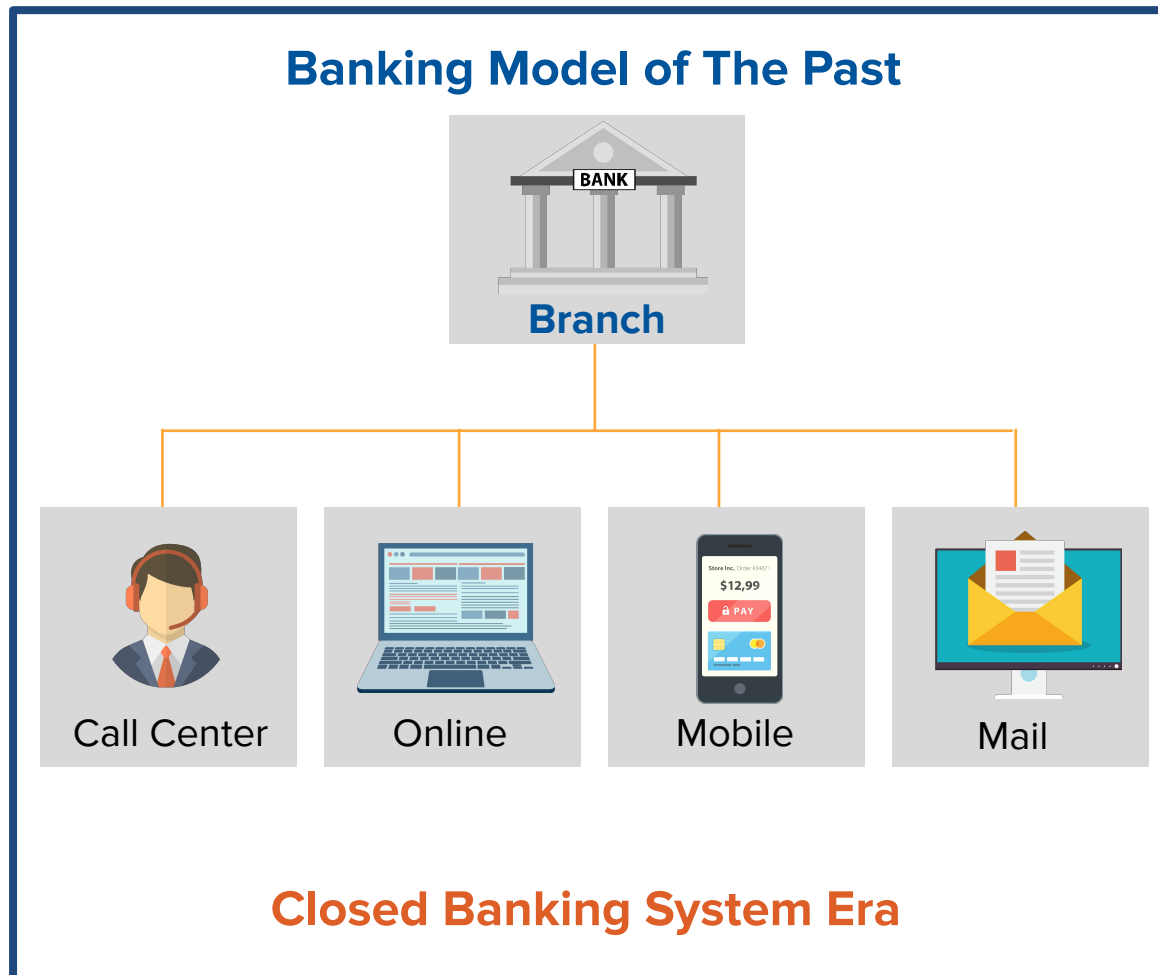
Deeper Change

More and More Complex Choice

More Uncertainty

The Financial 4.0: Toward Open Banking

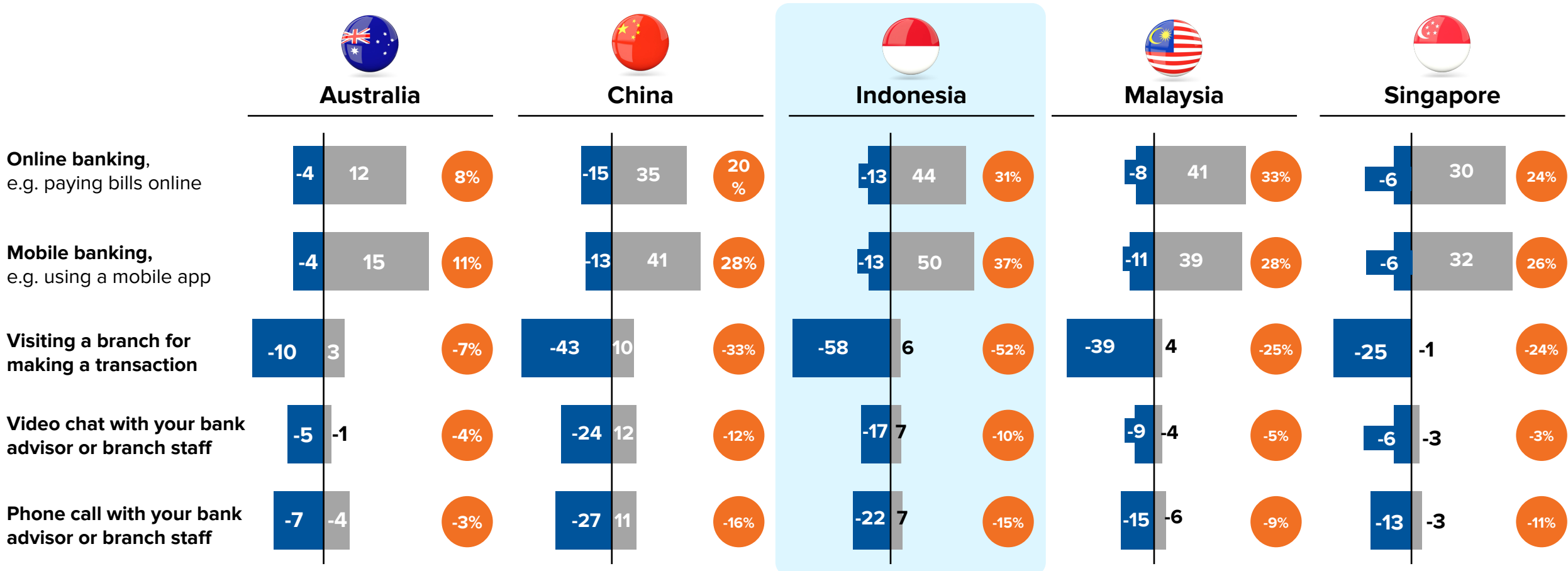
Mobile should now be seen as the basis for an entirely new banking model, a shift that is forcing bankers to accept that branches are no longer the center of the bank. Now, its **Open API to create super-ecosystem faster than ever!**



In Indonesia, Usage of digital banking channels has increased by > 30% during Covid-19 pandemic

Bank services usage between April 27, 2020 and May 11, 2020

% of respondents



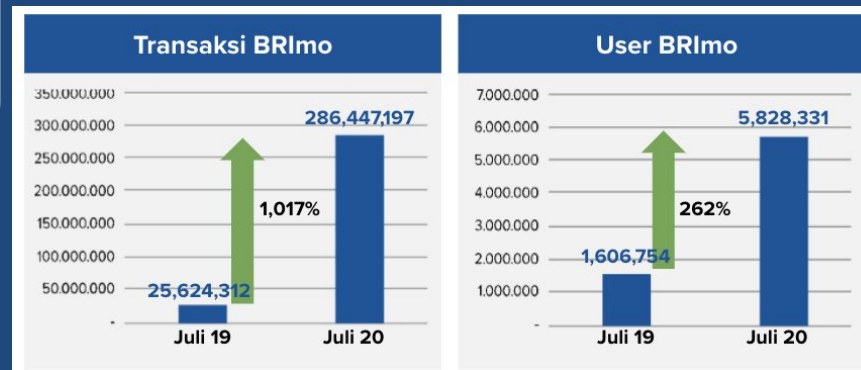
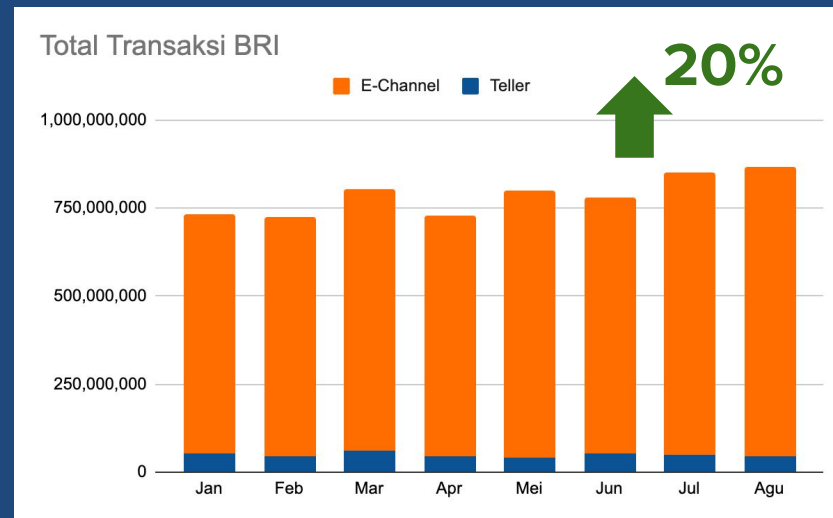
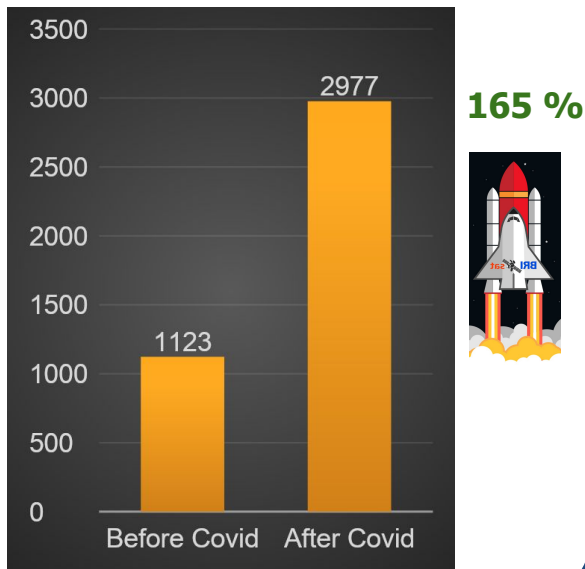
Source: McKinsey

Traffic Explosion during Covid-19 pandemic

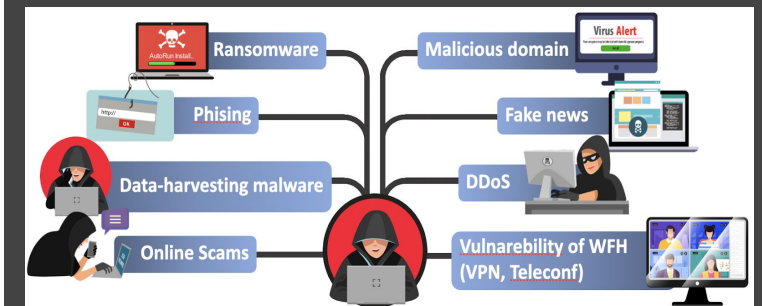
COVID-19: increased Internet Traffic & Transaction

Internet Traffic

(Mbps)



COVID-19: Impact on the Cyber Security Threat Landscape

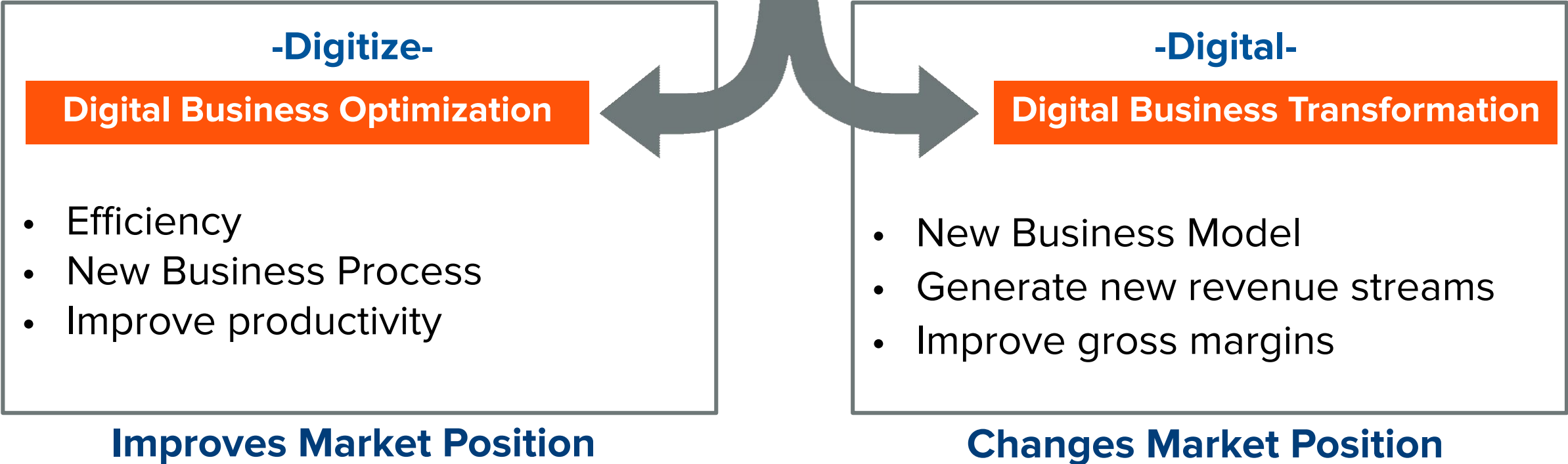


See More when You See Less
 Smart Approach on Managing Alerts. AI and Machine Learning to identify REAL Threats.
 Speed to respond for critical decision

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“The digital transformation is not about technology is about redefining your value proposition” (Jeanne Ross - MIT)

Digital Transformation Strategy



BRI Identity: As the Largest Microfinance Bank in the World

... SERVE AS MUCH COMMUNITIES AS POSSIBLE, WITH THE MOST EFFICIENT COSTS ...



GO Smaller

Reaching wide market & society as possible, banking to small to ultra micro communities.



GO Shorter

Offering products with shorter tenor



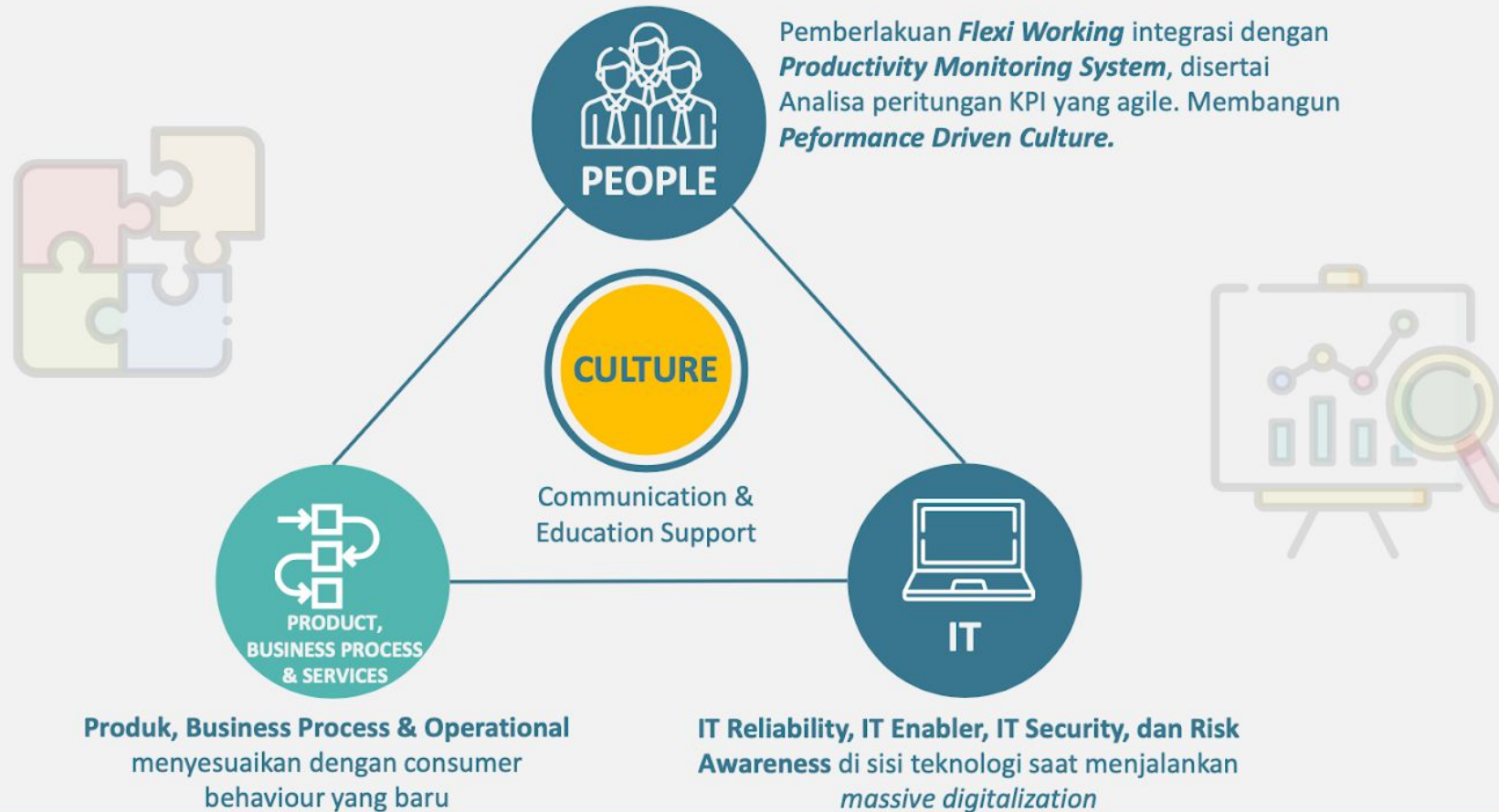
GO Swifter

Through the usage of technology or digitization to make it more efficient.

The Foundation: **"Digital First, Ecosystem First"**

The Path to the Next New Normal

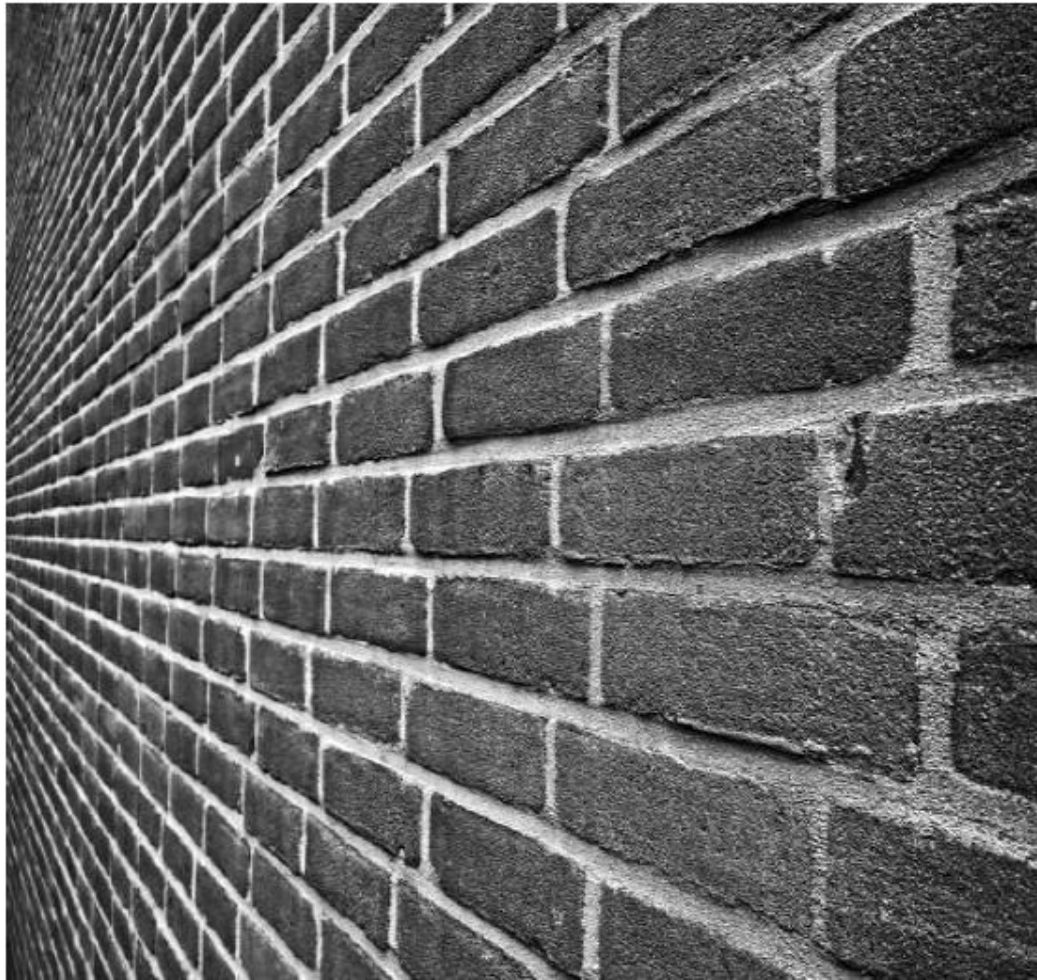
Framework Strategic Initiatives BRI



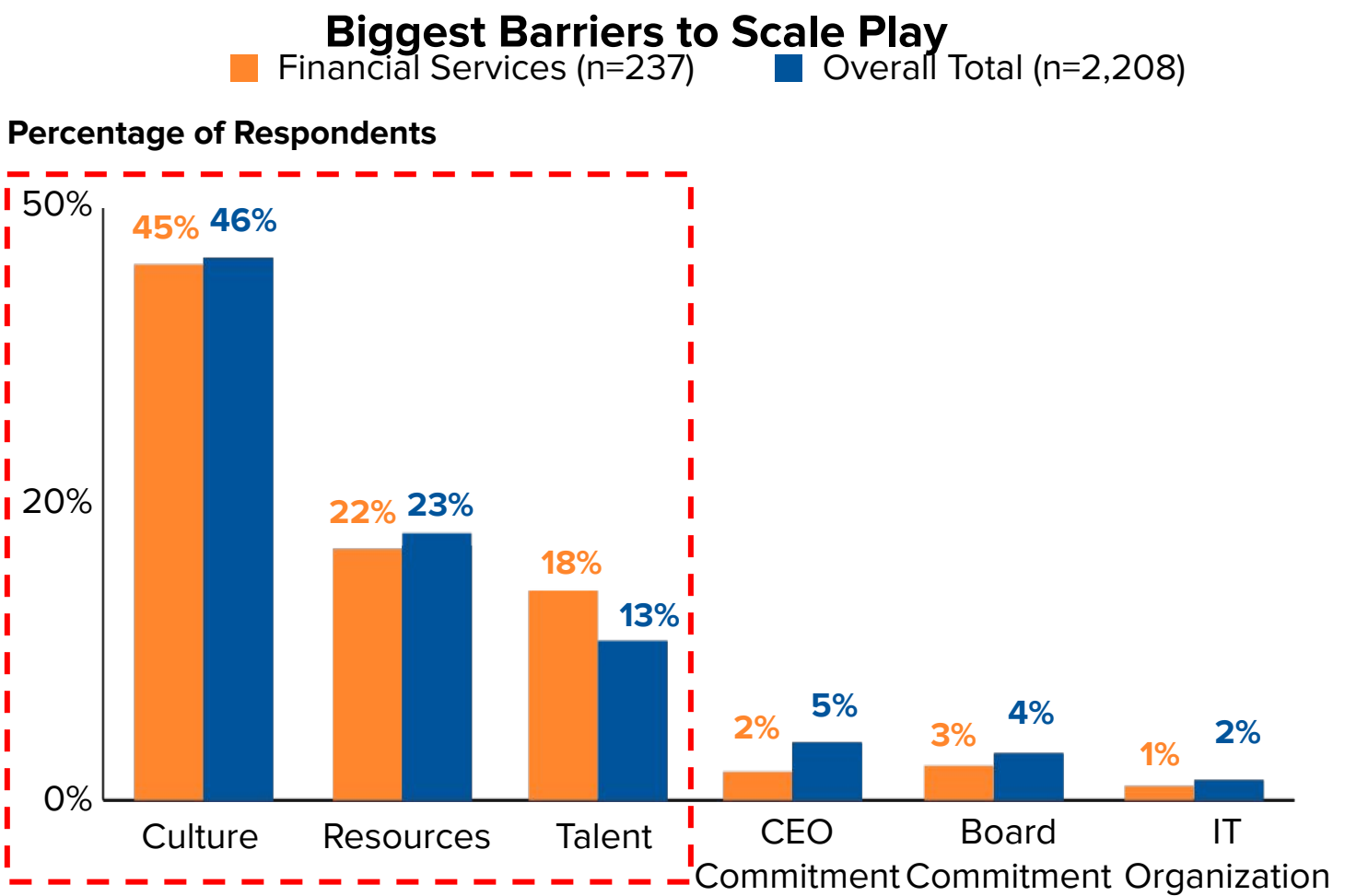
Grand Strategy : Assets Quality, Selective Growth, Efficiency

Implementing Agile Organization, Great Accountability, & Productivity Monitoring

Significant Barriers **Culture, Resources** and **Talent** to Scaling Digital Initiatives



Barriers to Scaling Digital Initiatives



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BRI Digital Transformation Framework



Digitizing Core

Exploitation:

Digitize existing services and transactions (Business Process)



Layanan Transaksi Keuangan Tanpa Kantor



Sabrina

Branchless Banking Initiatives for Micro



Advanced Mobile Banking



Digital based loan underwriting

...

Boost Productivity & Unleash The Potential



Digital Ecosystem

Exploration:

Build ecosystem to offer products and services beyond core business.



IndonesiaMall
BRI Official Online Store




Micro Transaction Ecosystem Solutions



LPG Gas 3kg ordering system



BRI School Management System



BRI api
Digital partnership & Collaboration



The First Bank with ISO Certificate in Open API

...

Leveraging New Liquidity, New Opportunities, New Source of Growth



New Digital Propositions

Exploration:

Create and launch an independent greenfield digital bank in Indonesia



Powered by BRIagro

Digital lending platform



Cecil. Cepat. Ceria.

Digital Lending Product Paylater

AI & Big Data Analytics
BRI BRAIN



The First Bank with ISO Certificate in Big Data

...

Tap the Untapped Embedded in Customer Life

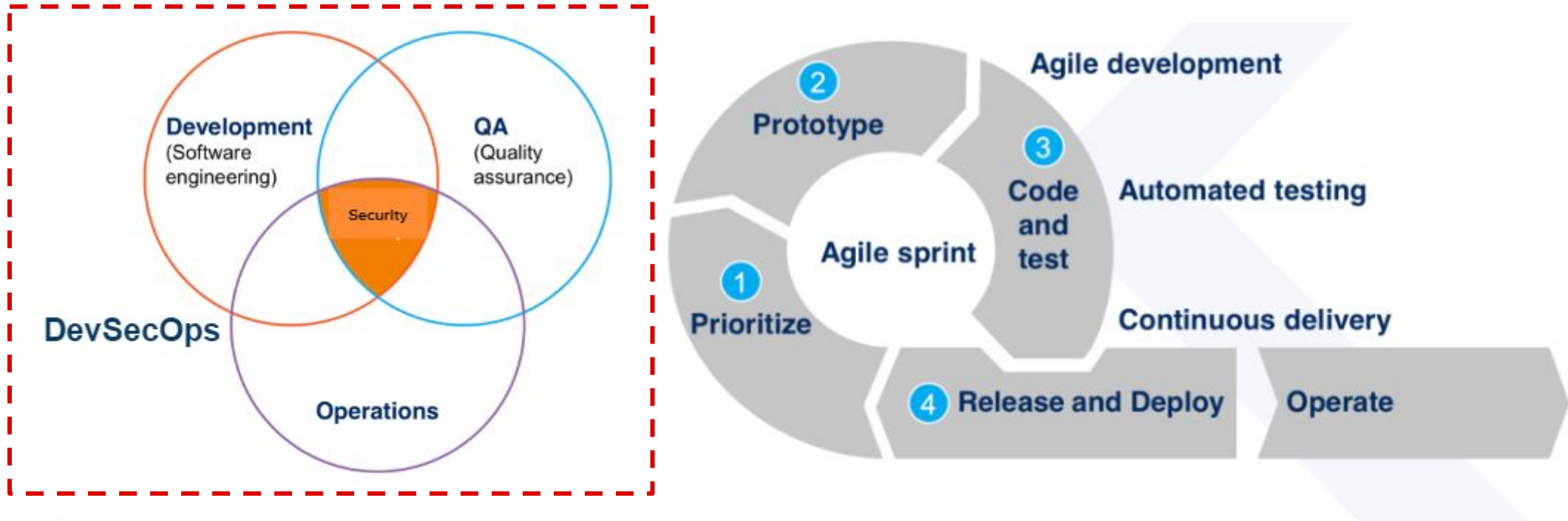
'Digital as our DNA' : Enabled by **Culture, Resources, and Talent**



Agile Governance: Scenario Testing “DevSecOps”

Governance For Agile & DevSecOps Method for ‘Security-Driven Apps’

Infusing Risk into Dev Sec Ops Initiating Risk Based Cyber Security



- 1 Automated provisioning 
- 2 Test-driven development 
- 3 Automated testing 
- 4 Automated code quality reviews 
- 5 Continuous integration 
- 6 Continuous deployment 
- 7 Operation 

How do Financial Industry Confront Zero Trust Cyber World

Communication and Intelligence

- It is not just technology, but people and process and communication
- Communicate from business insight

Cross-industry Collaboration

- Today threat exploit the ecosystem
- We need to work together as an ecosystem

From Perimeter Security to Multiple layers

- Ability to catch when they get in
- Seeing what they do, able to respond by having multiple layers of defence (big data, AI)

Scenario Testing

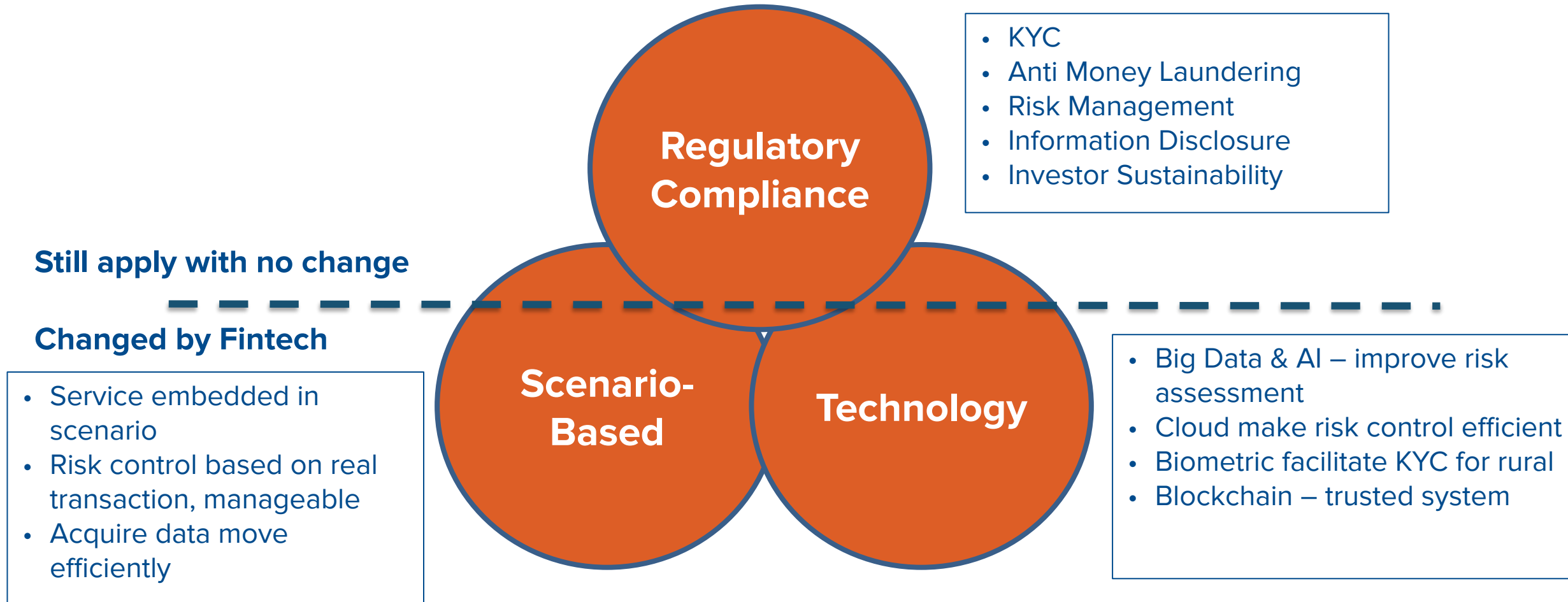
- Doing exercises with all units,
- understand your gaps and what you do well

Actionable Insights

- Intelligent and quick incident response
- Incident protocol in place

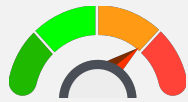


Compliance: Digital Initiatives Model in Financial Industry



BRIBrain for One-Customer One-BRIScore from 4 Risk Management Frameworks

Credit Score



Application score

Provide a score of customers' eligibility to obtain a loan

BRIGUNA score

MIKRO score

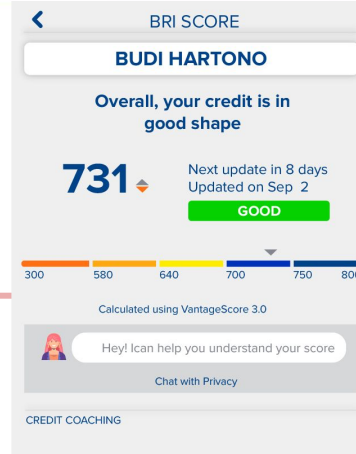
Credit-Card score

Dig. Lending score



Behavioral score

Provide a feasibility score for obtaining a loan top-up



Merchant Score



BRILINK Acquisition Score

Provide a score of eligibility for a customer to become a BRILink agent

AgenBRILink

BRILINK Performance Score

Provide BRILink Performance Score based on daily transactions



Customer Spending in Merchant Score

Provide merchants performance based on transactions values

Customer Profiling Score



Product Recommendation

Provide and tailor product recommendations that are suitable for customers



Saving & Spending Behavior

Provide information related to spending patterns from a savings account, including churn analysis



CUSTOMER

Fraud Score



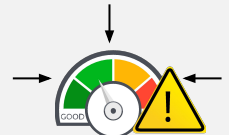
Fraud account score

Provide a score for the possibility of a customer being affected by fraud



Fraud score

Provide analysis of customers tendency to be a fraud perpetrator



Internal Fraud score

Provide potential customers / employees with indications of fraud

DIGITAL can not replace
“TRUST, BRAND, and SERVICES”
But those could not be reached
without DIGITAL

(Indra Utoyo)