



Bank Polski

PKO Banking Platform

Story of digital transformation of PKO Bank Polski

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PKO Bank Polski in digital transformation since 2010, gaining momentum!



Traditional bank,
decentralized
operations



Decentralized back office
> 3 thousand branches and agencies
Paper processes
~100% sales in branches
No integrated customer knowledge
Basic www services (transactional)

2010

Centralization
and automation
of processes



NEMA
Integration of sales processes,
New workflow of key processes
CTBO
Treasury back office centralization

Modern offer tools
evolution



CRM 3.0
New CRM platform (analytics, direct campaigns)
New Front-End CRM
iPKO New transaction website
iPKO biznes New corporate website
SKO PKO Bank Polski
SKO revitalization

Omnichannel



Nowy Rytm Sprzedaży
Multi-channel sales management
Adjusting the price to the customer
One click processes
IKO
blik

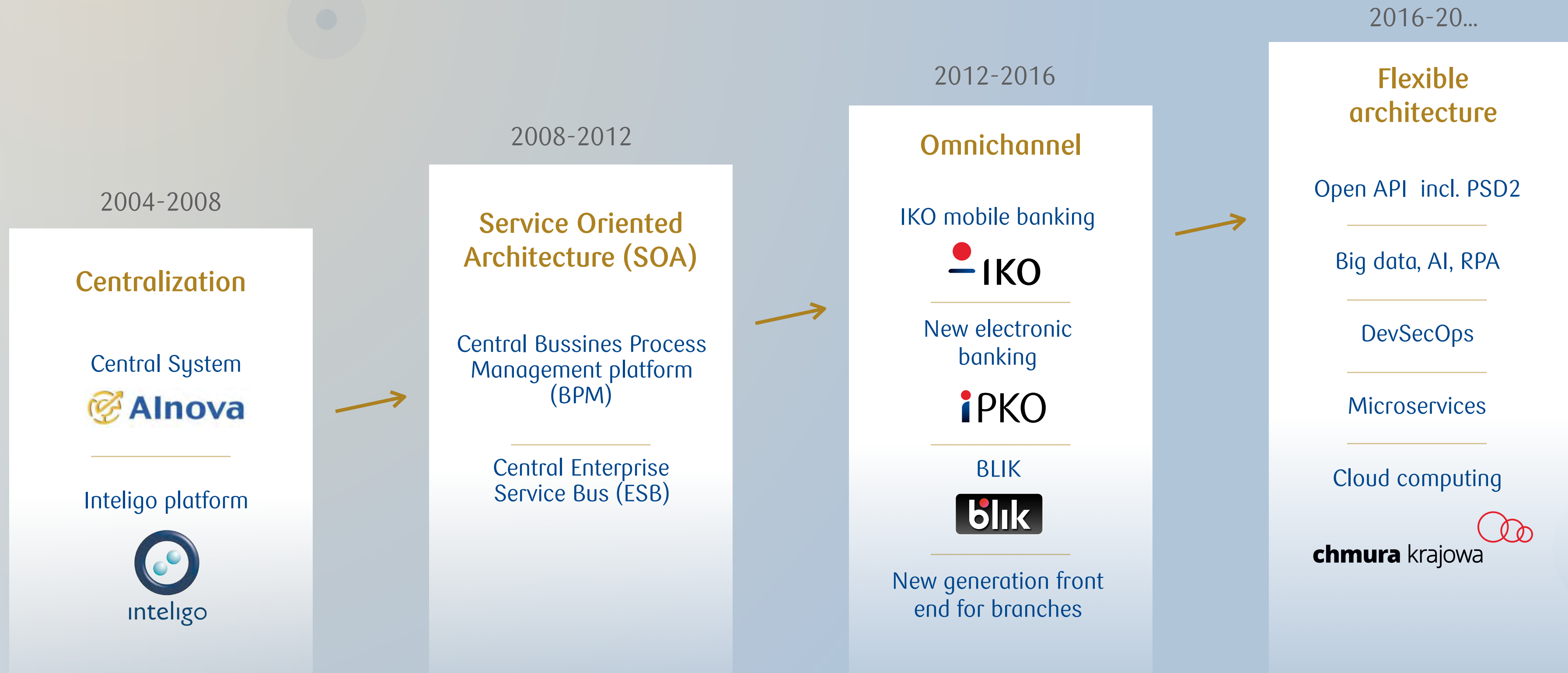
TODAY

Technology driven
development

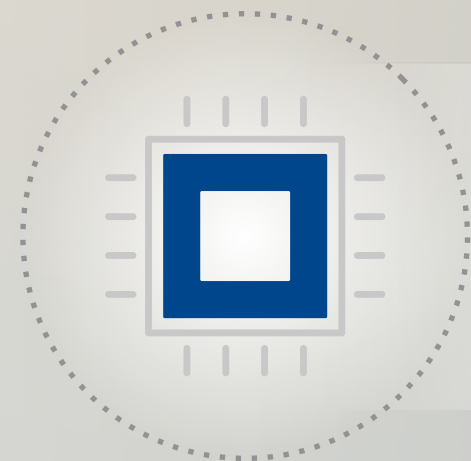


IKO - the best in the world
Now! New Organization and Cooperation
chmura krajowa National Cloud Operator
e-Urząd E-government services
e-Identity
Open Banking

... at the same time transformation of technology platforms



We build digital customer experience by developing key areas



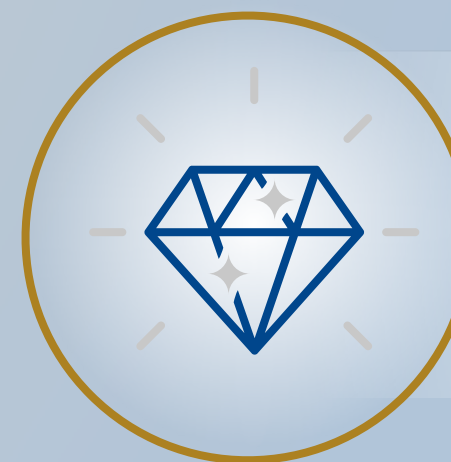
Technology platforms



New ways of working



Data and analytics



Technological readiness for the future



Bank Polski

Technology platforms

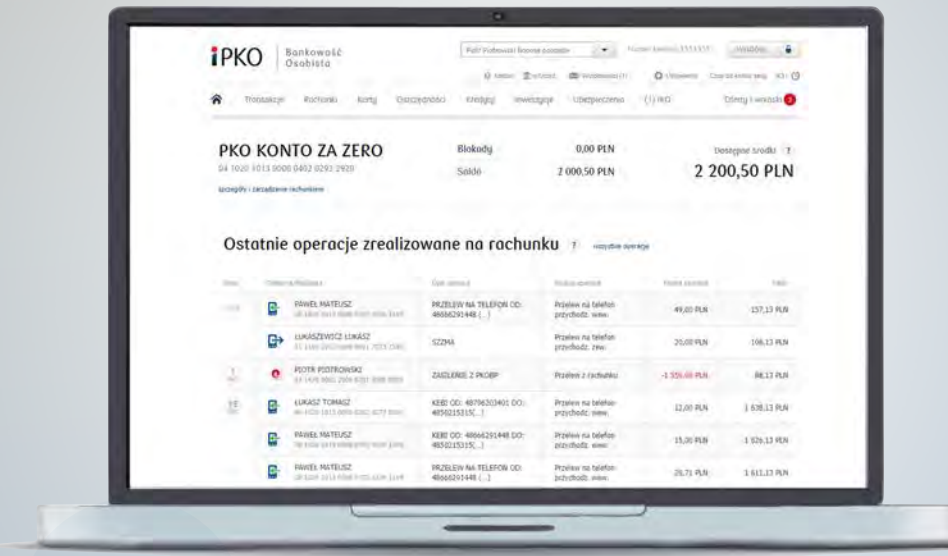
During online banking era,
we offered our Clients the best tools
for all segments



Bank Polski

iPKO

8.5 mln
Individual
customers



iPKO biznes

300 tsd
Business and
entrepreneurs

12.8 tsd
Corporate
customers



SKO

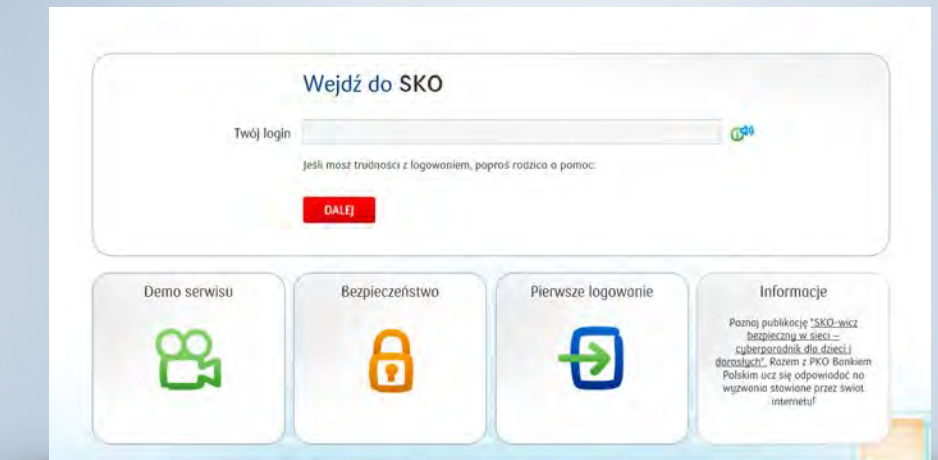
PKO Bank Polski

550 tsd
Children using
websites

JUNIOR

PKO Bank Polski

1/3
Polish schools
in the SKO
program



Technology platforms

Now we present them the best mobile application in the world and an ecosystem of value-added services



Bank Polski



- 181 million transactions
- 4.2 million applications
- 4 million logins
- 49% of users use BLIK
- Application availability - 100%

Number of transactions and applications, estimates year end 2019

Technology platforms

We have built foundations for a nationwide payment system with 10.6 million users and potential for international development



Bank Polski



Technology platforms

We were the first Bank to provide use of state institutions services via digital channels



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from 01/04/2016

Rodzina 500+

Monthly cash benefits for children



1 398 thousand
submitted applications

from 01/07/2018

Dobry Start 300+

Cash benefit for students
- PLN 300 for school materials



1 039 thousand
submitted applications

from 17/10/2016
(PZ)

Trusted Profile and e-Identity

Convenient access to e-Administration and commercial services, the possibility of concluding contracts without a qualified signature



729 thousand
Trusted Profiles

from 04/06/2019
(e-Identity)



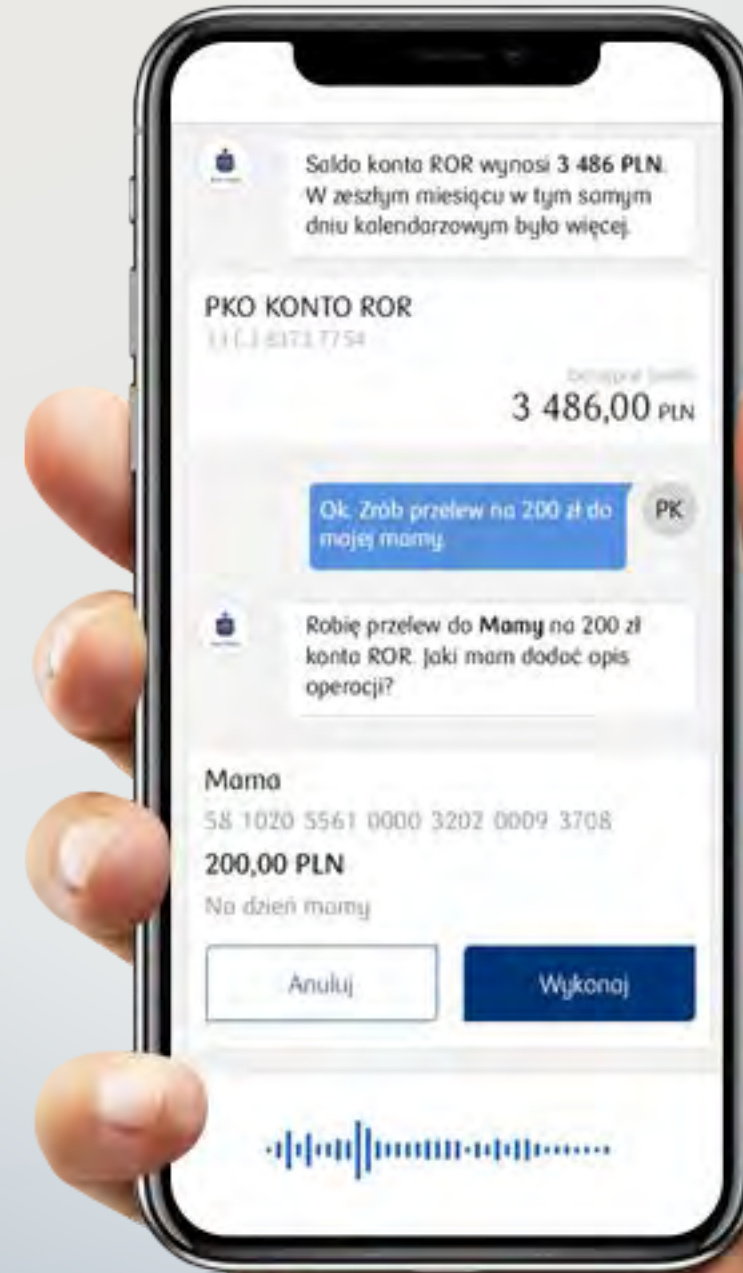
174 thousand
Created e-identity profiles

Technology platforms

The future of mobile banking means efficient customer service using voice technology and artificial intelligence (AI)



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Talk2IKO

1

The first stage of implementation already in tests:

- Basic navigation through the application, balance check
- Payments (transfer to a defined recipient, to an account number, phone number)
- BLIK functionalities
- Phone top-up
- Small talk
- Frequently asked questions regarding products

2

Next wave:

- Full IKO functionality available via voice commands
- Advisory and support functions in financial management
- Integration with Google assistant

Data and analytics

Technological evolution
required building
advanced analytical skills



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~20% of economic activity in Poland
(e.g. Transactions, Payments, BIK, ZUS, CEIDG, KRS)...



... transformed into valuable insights...

CRM

Real Time Marketing

- CRM with > 60% participation in sale of key credit products

Risk

Credit Decisions

- 60% Consumer Finance in the „pre-approved” model
- 60% of SMEs in the „pre-approved” model

Anti-fraud

Anti-Fraud Protection

- Around 3 billion operations processed annually in the EFM system

... ready to use in all banking channels

Internet

Mobile

Branch

Contact Center

Data and analytics

New data sources, new competences, new tools enable gathering and processing of valuable business information



Bank Polski

New sources and more data...



... more efficiently processed, thanks to new competences...

Fully personalized offers

Machine learning

A/B and Multivariate testing

Accelerated by cloud computing

... ready to use in open banking ecosystem

Digital Marketplaces

Open API

Voice bots

Internet of Things

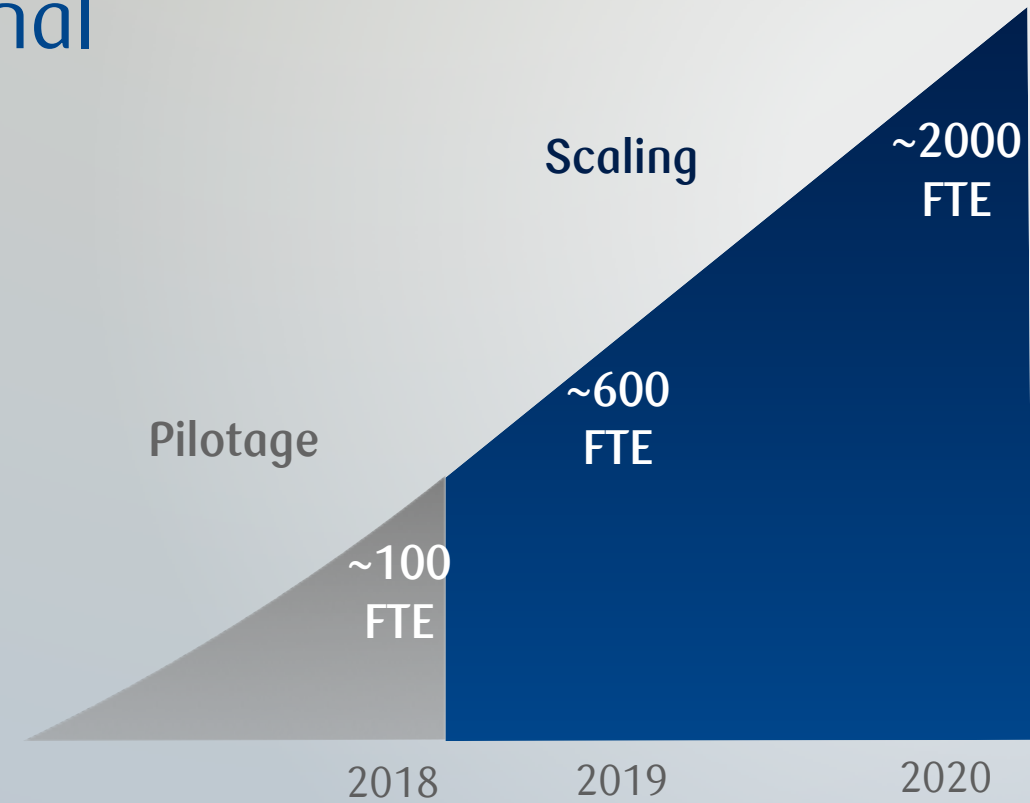
New ways of working

Technology company with banking license operates on the principles of an internal start-up



Bank Polski

NOW!



We are here



A NEW WAY OF THINKING

- The speed of response to a changing environment and customer preferences



NEW RHYTHM OF WORK

- Increased satisfaction of employees working in the New Work Model (+10%)



NEW ROLES AND COMPETENCES

- 6.5x increase in cash loan sales volume in IKO
- 21 million sheets of paper saved in 2019

New ways of working

Software delivery model built on the basis of agile methodologies and "DevSecOps"



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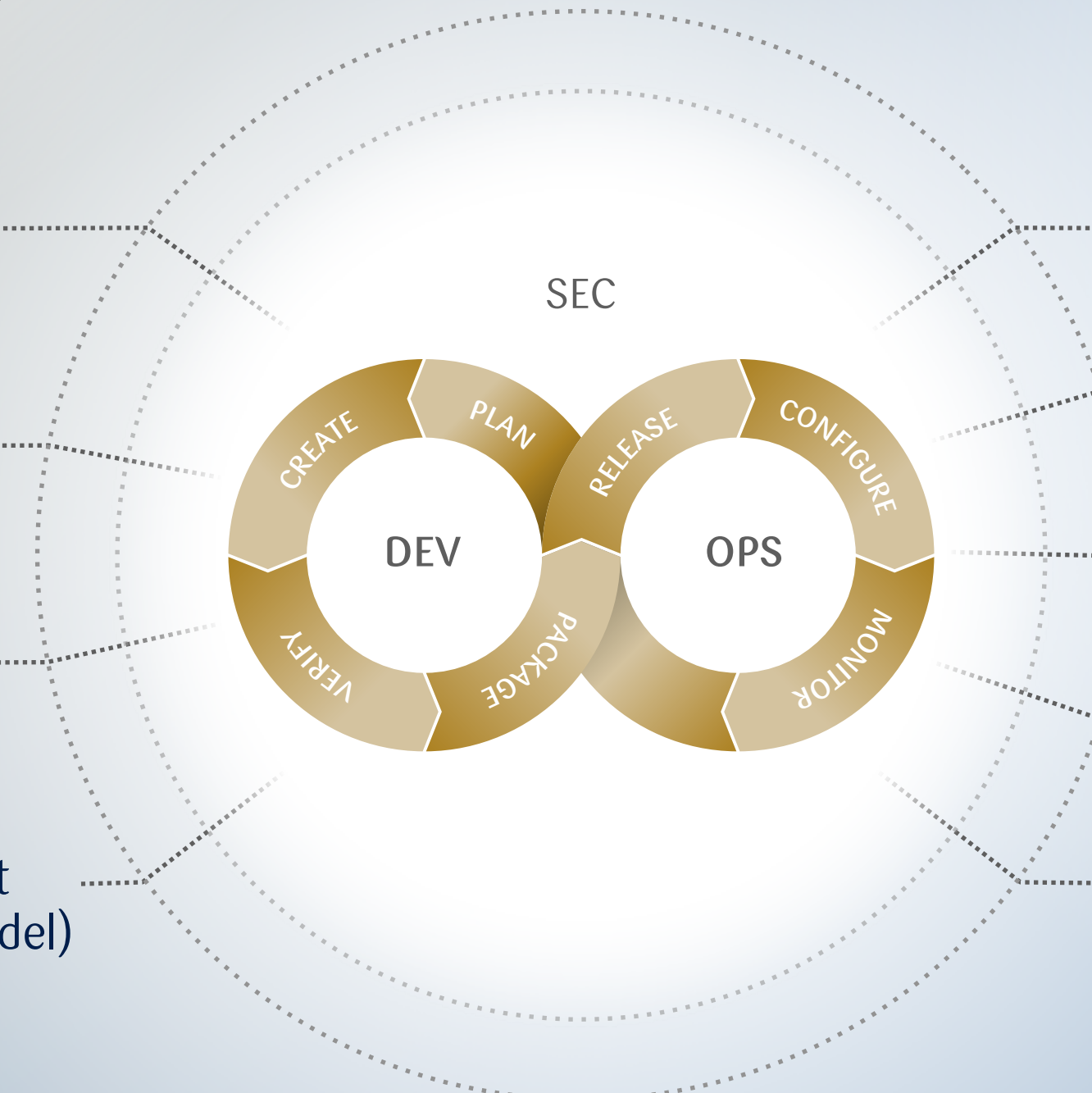
Technological Enablers

Integrated technology teams working in "agile methodology"

Microservices and containerization

DevSecOps Assembly Line

Automatic infrastructure management in the cloud (IT in the "pay-by-use" model)



Target Model

Continuous integration

Continuous delivery

Test automation

Continuous implementation

Built-in security mechanisms

New ways of working

Our state-of-the-art model of working on innovative solutions allows to look for, select and implement the latest technologies available on the market



Bank Polski

Own accelerator for startups (from 2018)

300 applications
Fast POC implementation path even within 2 weeks
18 pilotages
6 full implementations:



CVC - capital investments

PLN 200 million in budget for investments in FinTech companies

Laboratory branches

16 implemented PoCs
5 laboratory branches

Architecture supported by the effective use of "crowdsourcing"

~ 500 employees in the internal "crowdsourcing" program
~ 1,500 external programmers in "hackathons"

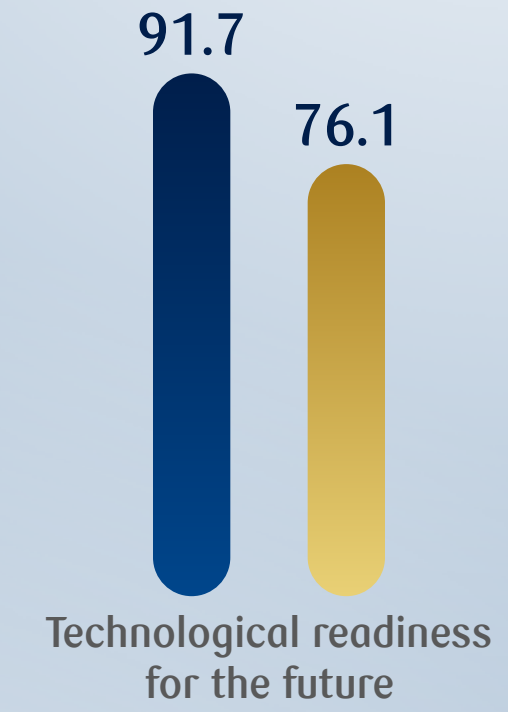
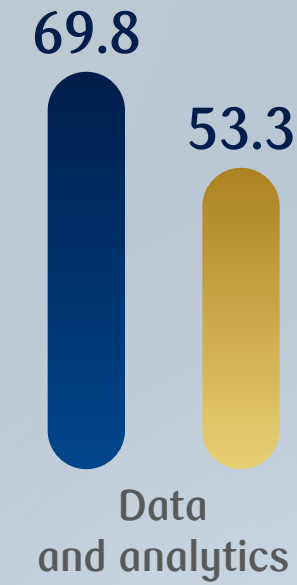
Centers of Excellence

Blockchain
RPA
AI

Let's Fintech



Technological excellence of PKO Bank Polski confirmed by the results of external research



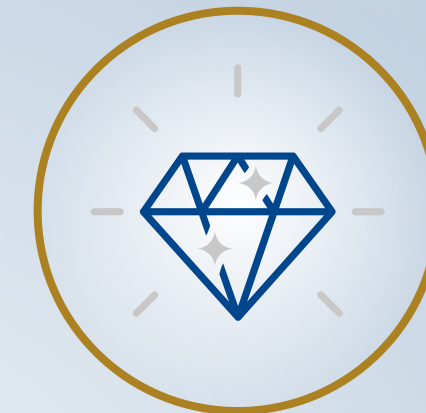
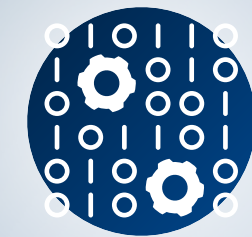
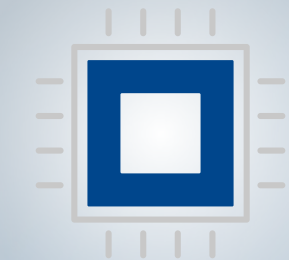
● Comparative group
● PKO Bank Polski



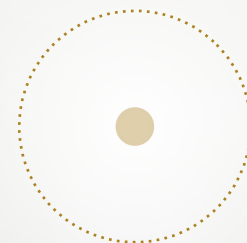
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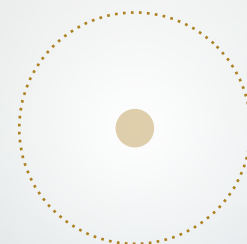
European IT Benchmarking in Banking (EITBB), October 2019



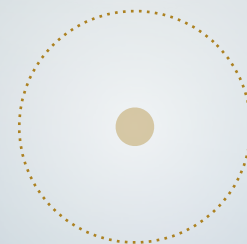
Next step in development means – Bank in the cloud



Best in class innovating capabilities



High agility - even shorter time-to-market, scalability, flexibility



Cost efficiency



Readiness for the future

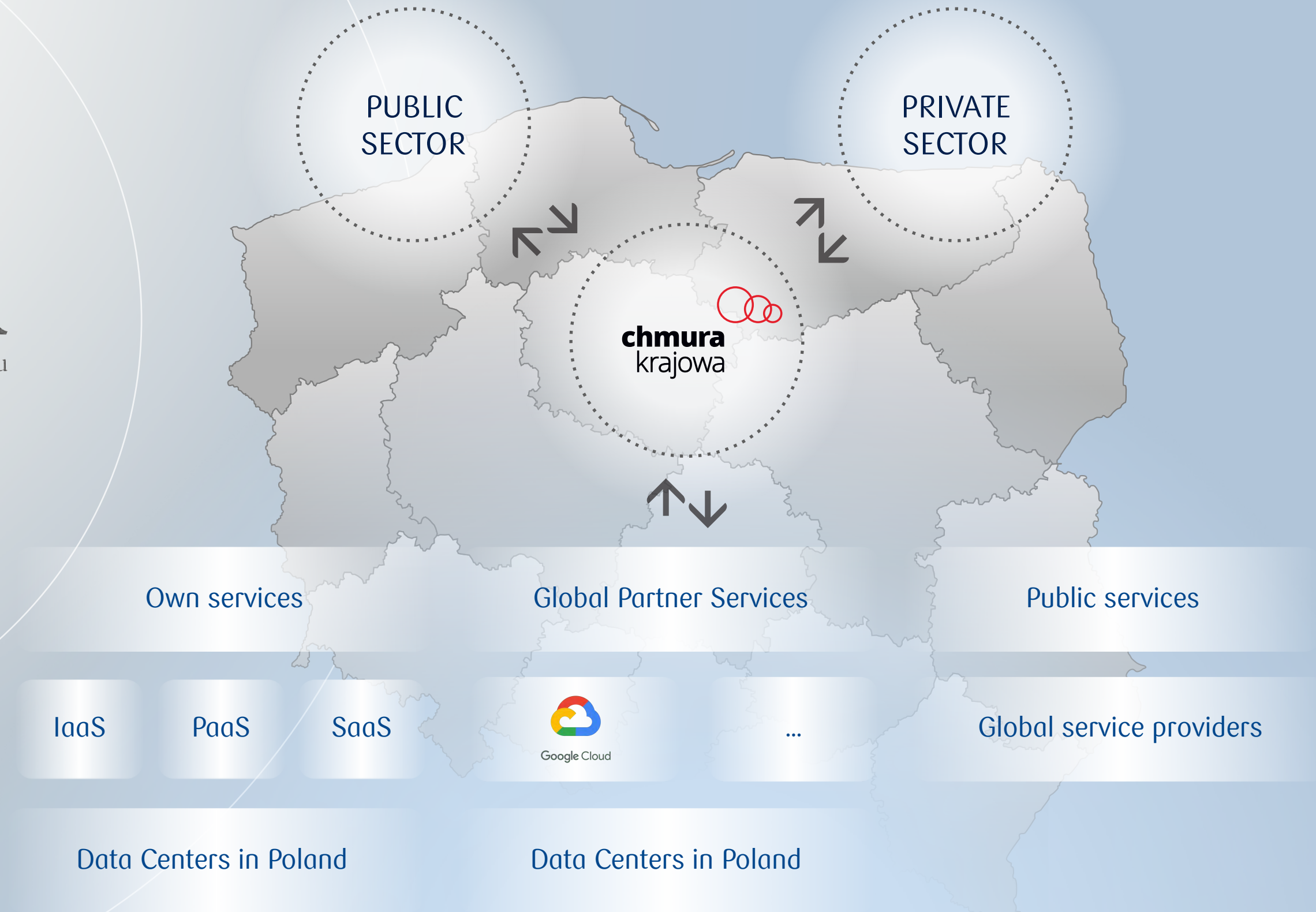
In order to secure and advance leadership on the market the Bank established National Cloud Operator



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Bank Polski



Readiness for the future

Our way to the Bank in the cloud



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