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Module No:	DSWP4001
Module Title:	DSR

TEAMWORK

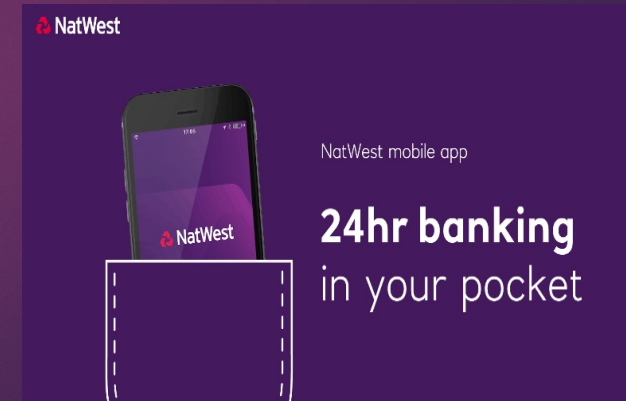
NATWEST BANK AND ONLINE MOBILE APP

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Agenda

Background of the organisation

The challenge(s) before the introduction of modern technology

Insights to the modern technology introduced

The impact of the technology introduced

Lessons that can be drawn from the case study

References



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NatWest

The National Westminster Bank Background

- ▶ In the 19th century England suffered a succession of crises.
- ▶ The most devastating in 1825 when it ruined 60 banks.
- ▶ Stock banks.
- ▶ The 1st example of a new bank was the “Lancaster Saint Stock Banking Company” in 1826 which later became part of NatWest.



New Banks

- ▶ Over the next 10 years, there were almost 100 such banks in England, Ireland and Wales.
- ▶ National Provincial Bank of England (1833)
- ▶ Westminster Bank (1856)
- ▶ In 1968 NatWest appeared created by the National Provincial Bank and Westminster Bank.



Development and technologies

- ▶ NatWest introduced more customer services.
- ▶ Banking services in 1980.
- ▶ Accounts for children and students 1983.
- ▶ Internet services in 1990.
- ▶ In 2000 Royal Bank of Scotland acquired NatWest.



NatWest today

- ▶ **NatWest today has become one of the largest and most secure banks in England and includes many development opportunities.**
- ▶ **Today it has over 960 branches and more than 3,400 cash machines across Great Britain.**
- ▶ **In 2020 NatWest has 59.9 thousand employees.**
- ▶ **Annual income in 2020 was 10.8 billions pounds.**



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- ▶ www.natwestgroup.com/who-we-are/our-history.html
- ▶ <https://www.company-histories/NATIONAL-WESTMINTER>
- ▶ <https://www.natwestgroupmembers.com>
- ▶ <https://www.fundinguniverse.com>
- ▶ <https://www.Britannica.com>
- ▶ <https://www.statista.com>

The challenge(s) before the introduction of modern technology



Irina Simona Carabet

2112860

Digital Skills

DSWP4001

Lecturer's name

Asim Satti

Traditional bank

Traditional banking is characterized by having a large infrastructure (physical offices) and giving “face-to-face” attention to its customers.

This type of banking focuses on providing support to its clients through financial services, specifically accounts, payrolls, credit / debit cards, personal or mortgage loans, etc.

Its strategy has been to provide a very close, humane treatment and give personalized attention to its customers.

Challenges before modern technology was introduced

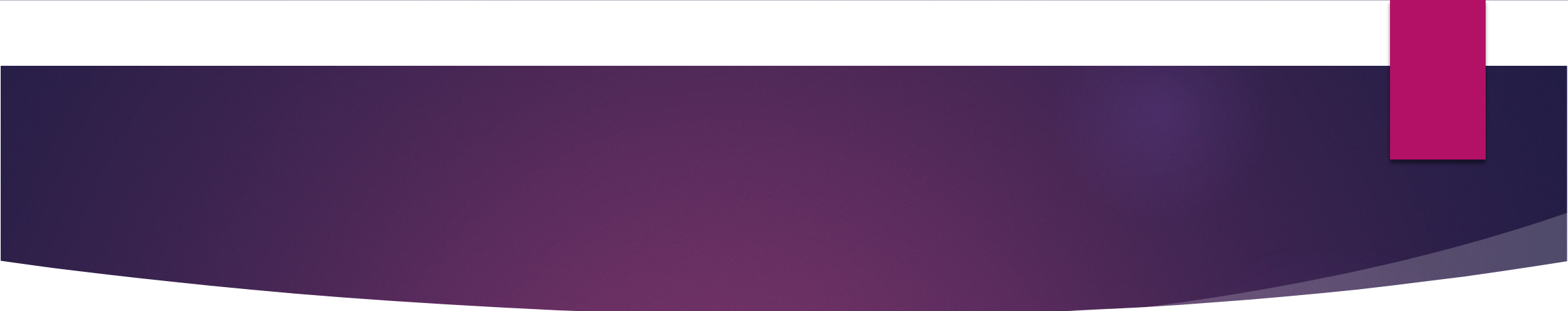


Before the introduction of the modernized banking system people used to save their money in hard cash.

People stored their money in lockers or underground, but there were so many instances when the money got stolen, eaten by rats, or got rotten through the years.



Due to the function of credit creation, banks never have enough money to pay its customers at the same time .



Disadvantages of traditional banking

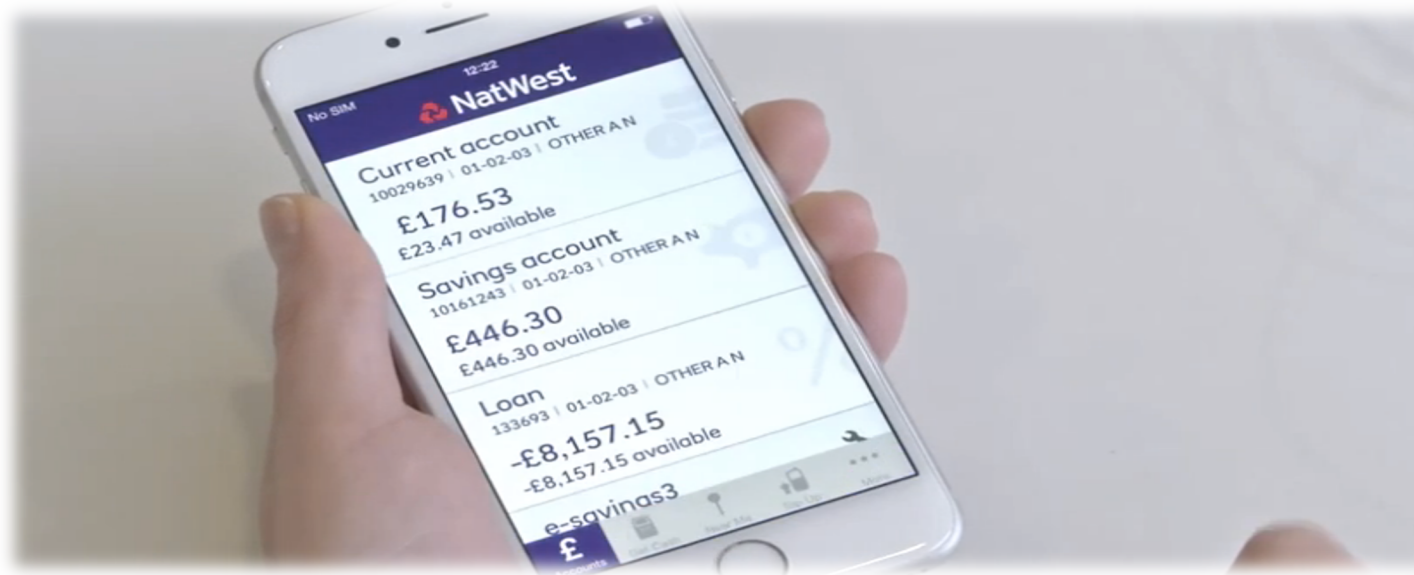
- ▶ Low Interest Rates
- ▶ High Bank Charges
- ▶ Slow Service
- ▶ Risk of Public Debt
- ▶ Risk of Fraud and Robberies
- ▶ Chances of Bank Going Bankrupt

References

- ▶ NatWest photo
- ▶ <https://maestrack.com/disadvantages-of-traditional-banking/>
- ▶ <https://blog.mercury.cash/2020/02/18/7-disadvantages-of-traditional-banking/>

Insights to the modern technology introduced

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SANDRA TIRALA

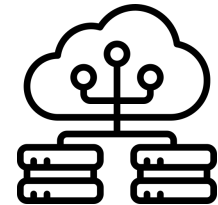
DIGITAL SKILLS

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DSWP4001

What do you need ?

- ▶ A mobile phone or tablet on iOS 11.0 or Android 6.0
- ▶ Access to internet, through WIFI or data.
- ▶ An Apple App Store or Google Play account
- ▶ Online Banking details



How it works?

- ▶ Download the app.
- ▶ Follow the instructions.
- ▶ Agree terms and conditions.
- ▶ Log in with your details.
- ▶ Set up a passcode.
- ▶ DONE !

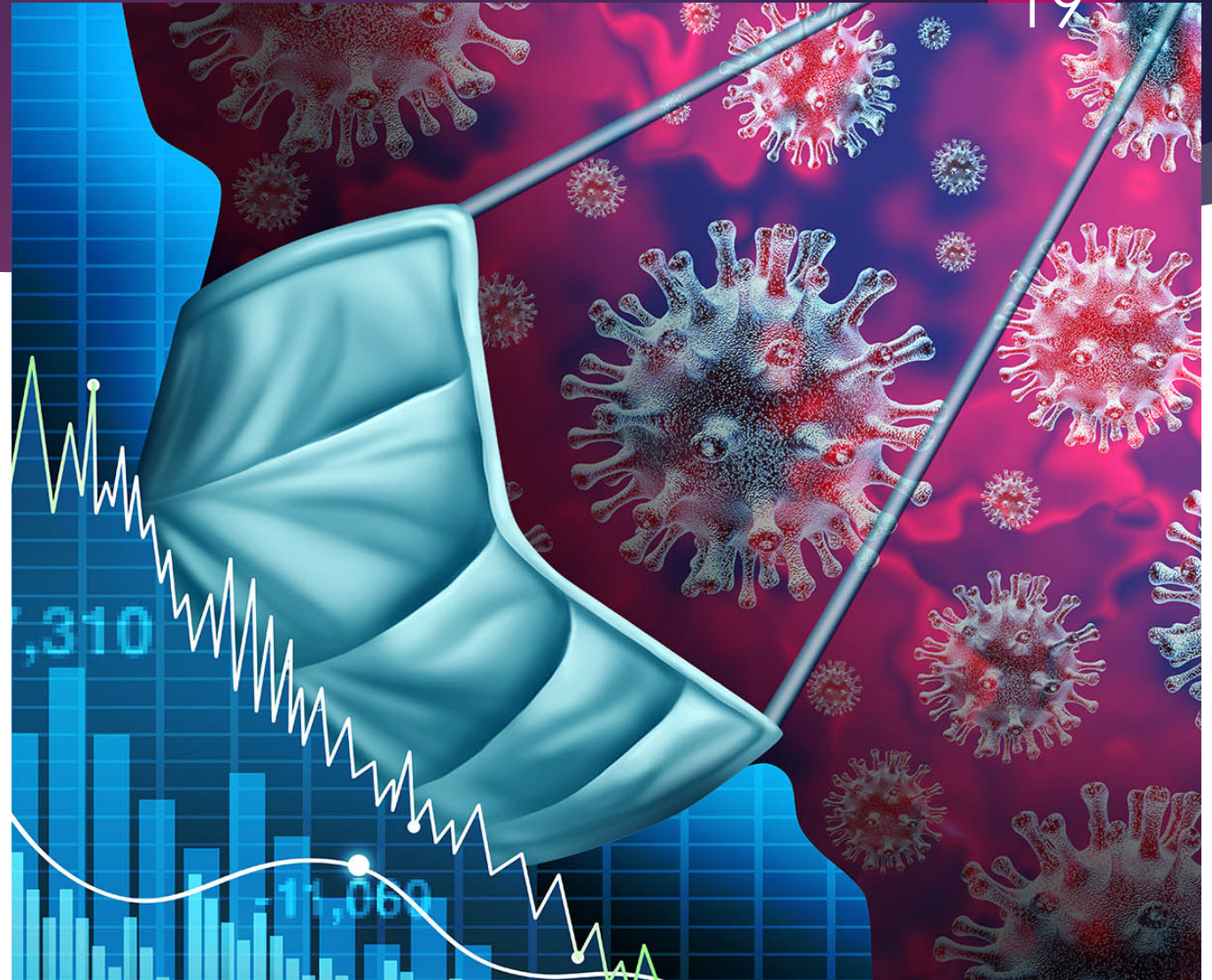


What you can do in the application.

- ▶ Stay safe with security system.
- ▶ Manage all your account.
- ▶ See your balance.
- ▶ See the history of all your transactions.
- ▶ Transfer funds between your accounts.
- ▶ Make payments.
- ▶ Pay in cheques securely.
- ▶ Put payments limits.
- ▶ Approve an online purchase.
- ▶ Manage direct debits and standing orders.
- ▶ apply for a loan.
- ▶ Put money aside.
- ▶ Get cash with security code.
- ▶ Sign into the app.
- ▶ Lock your card.
- ▶ Ask CORA or SIRI

Covid-19 measurements.

- ▶ 50,000 staff working from home.
- ▶ 5,000 contact safe center.
- ▶ Setting up new products like:
 - Business Interruption Loans (CBILs) and
 - Bounce Back Loan Scheme (BBLS) arrangements.



Referencing:

- ▶ Technology transformation and innovation | NatWest Group
- ▶ nat west - Búsqueda de Google
- ▶ The guide of Nat West page 3 to 15.
- ▶ Mobile banking features and benefits | NatWest

The impact of the technology introduced

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DIGITAL SKILL	DSWP4001

The impact of software technology

- ▶ One benefit of the technology that NatWest has introduced which is software based allows categorization of the customers spending making it easier to manage their expenses.
- ▶ Some of the impacts are:
 - ❖ Helps their customers make financial decisions and budgeting easier.
 - ❖ Can view all their expenses in the same place.
 - ❖ Spending is categorized and can see where money can be saved
 - ❖ Helps tailor a spending plan to the customers needs.

The impact of biometric technology

- ▶ Allows for fast payments with using a card or pin
- ▶ It is very secure as everyone has their own set of biometrics which is unique to them.
- ▶ Biometrics are also hard to fake or steal which makes it even more ideal and secure to use
- ▶ NatWest uses technology to allow payments of up to £100 to be made contactless.
- ▶ NatWest also have introduced a payment fob so you can pay with just your fingerprint.

The impact on accessibility

- ❖ One of the biggest impacts made by technology is being able to access what you need anywhere.
- ❖ Online banking is fast, effective and time saving, and then using the extra features such as payment plans can make managing your finances easier.



Improvement technology has made

- ▶ Generally, the technology has improved overall operational efficiency.
- ▶ Technology is widely used through NatWest. One of the most used types of software is A.I. generally through cell phone calls.
- ▶ Work-load is less on staff making it easier to manage and maintain calls and keep customers happy and satisfied.

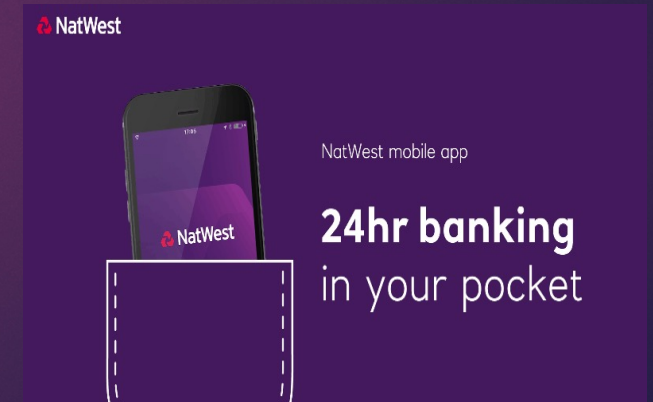


Reference list

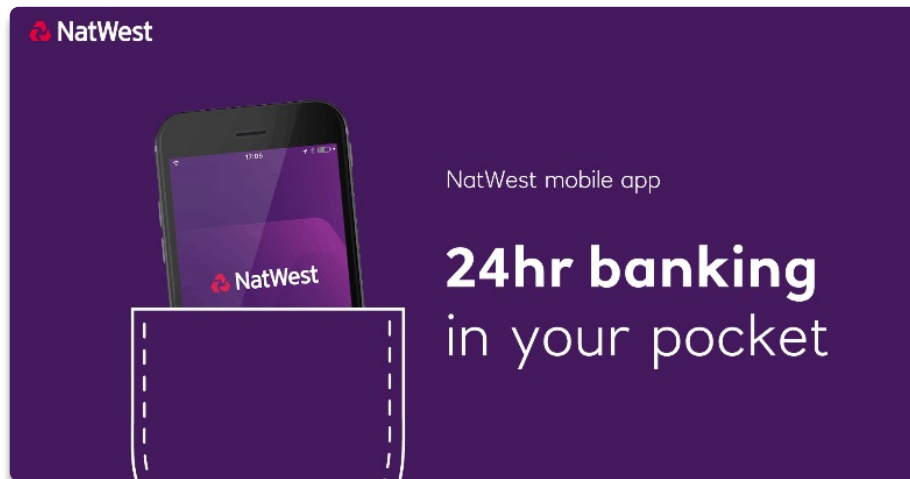
- ▶ <https://www.natwestgroup.com/our-purpose/society/technology-transformation-and-innovation.html>
- ▶ <https://www.natwest.com/business/sector-expertise/technology-media-telecoms.html>
- ▶ https://www.youtube.com/watch?v=NK8_iYRt9BA

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NATWEST MOBILE BANKING APPLICATION CASE STUDY



Overview of the case study



- A case Study is a research process aimed at learning about a subject, an event or an organization. Case studies can be used in all aspect of life, it can focus on an observation, or examine a series of event or a single case, it tells a story and provide a conclusion.
- ▶ NatWest chose to partner with Kin+Carta to completely change the way it services its UK banking business by creating a brand-new mobile app.

Approach to the case study

- ▶ Here I will focus on a few key problems :
 - ❑ The card reader
 - ❑ Security issues
 - ❑ Advancement of the technology
 - ❑ System delay

HOW TO PROTECT
YOURSELF FROM
CARD READER SCAMS



Some of the solutions found

- ▶ According to Priest, (2021) NatWest accepted to work with Kin+Carta to make a change to serve 31% of UK banking field by creating a top-grade mobile app.
- ▶ It makes NatWest one of the top leading banks in the UK.
- ▶ A new biometric technology, which replaces the old card reader, now allows users to make multi-million pounds transaction with much greater ease.

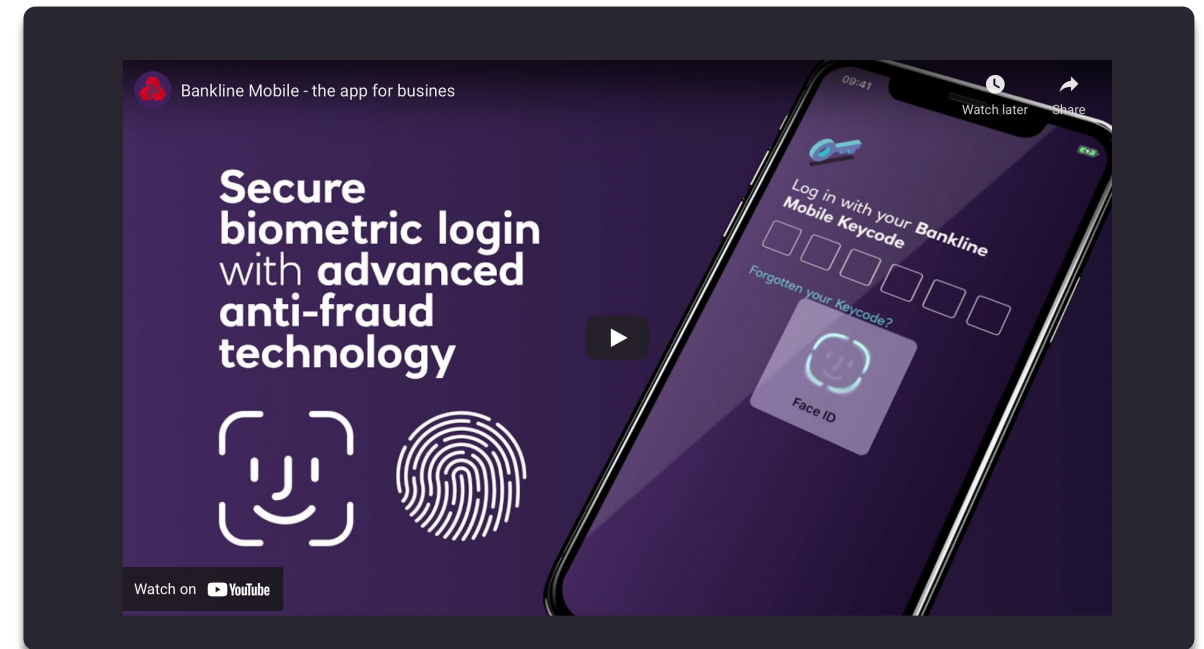
Some of the result to the case study

- According to Priest, (2021) the illustration on the right, mobile banking got 4.5-star-rated
- Unifying the business and highly pleased customers
- Users were able to manage their accounts securely and safely.
- Time saving and environmentally safe.



Conclusion

- ▶ It rapidly and effectively set a new grade for mobile phone experience at NatWest and RBS.
- ▶ It thoroughly improved the user familiarity of Bankline compared to the pre-existing Web Platform.
- ▶ It created an increased acceptance of continuous improvement (Priest, 2021).



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- ▶ Corner, A., 2021. *15+ Case Study Examples, Design Tips & Templates - Venngage*. [online] Venngage. Available at: <<https://venngage.com/blog/case-study-examples/>> [Accessed 12 December 2021].
- ▶ Karlyna PHD, D., 2021. *Bank: Impact of mobile and internet Banking*. [online] study moose.com. Available at: <<https://studymoose.com/impact-of-mobile-and-internet-banking-essay>> [Accessed 12 December 2021].
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Appendix

- ▶ Reflecting on the skills and knowledge I have gained from Digital Skills and Research, these include the knowledge to research information and to be able to understand the theory and concept of how to get information digitally. I have been able to understand in computers the different online storage models there are. I have also come to understand it is safer to have my protected data stored in the cloud, it is safe, protected and good for the environment.
- ▶ As an example; While trying to upload my assessment, I could not export the PDF documents to Word, but using my cognitive and intellectual skills I was able to screen shot it and copy and paste to Word document as required by the London assessment team.
- ▶ Another example: Using my practical skills I was able to assess the current situation concerning UWSTD online learning app (Microsoft Team), and therefore I put together a survey, got the questions answered and plotted the graph. It was a skill I did not have before this module.
- ▶ Acknowledgements to my teammates for putting together a teamwork successfully, to my Lecturers for their dedication to impact the knowledge to the learners, and to the school for giving us this opportunity to learn again. Thank you all.