

# Introduction

Tutor- Alfred Mensah  
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Mohammed Faruk  
Student Number: 1918993

Khaled Kbies  
Student Number: 2017907

University of Wales  
Trinity Saint David



Queen Isabella II



**Santander**

1857



# Santander

Founded in 1857

## Background of the Organization

*On 15th of may 1857, Queen isabella II of spain signed a Royal decree authorizing the incorporation of Banco Santander and access to trade between the port of Santander in the heart of northern Spain and Latin america, as we all maybe know that Santander is one the largest financial institutes banking in the world with a consumer base estimated 66 million people world-wide functioning in 40 countries with almost going back 150 years of experience, for example...*

- 1849 National freehold land and building society
- 1874 Abbey Road & St. john's wood Permanent
- 1998 After banking laws were changed in mid- 80s
- 2004 Abbey National plc acquired by Banco Santander, S.A
- 2006 Santander sponsored by McLaren Mercedes F1
- 2010 Abbey, Alliance & leicester and Bradford & Bingley rebranded as Santander UK
- 2015 Santander banks to support Apple Pay
- 2016 Santander Launched investment Hub
- 2017 Santander Managed better service



# Challenges before introducing modern technology

- Santander Cash Machine
- Visiting the bank majority of the time.
- Long lines at the bank.
- Lack of security measures.
- Absence of instant check out procedure.
- Take out money.
- Long wait for payments.

# Insights of modern technology introduced



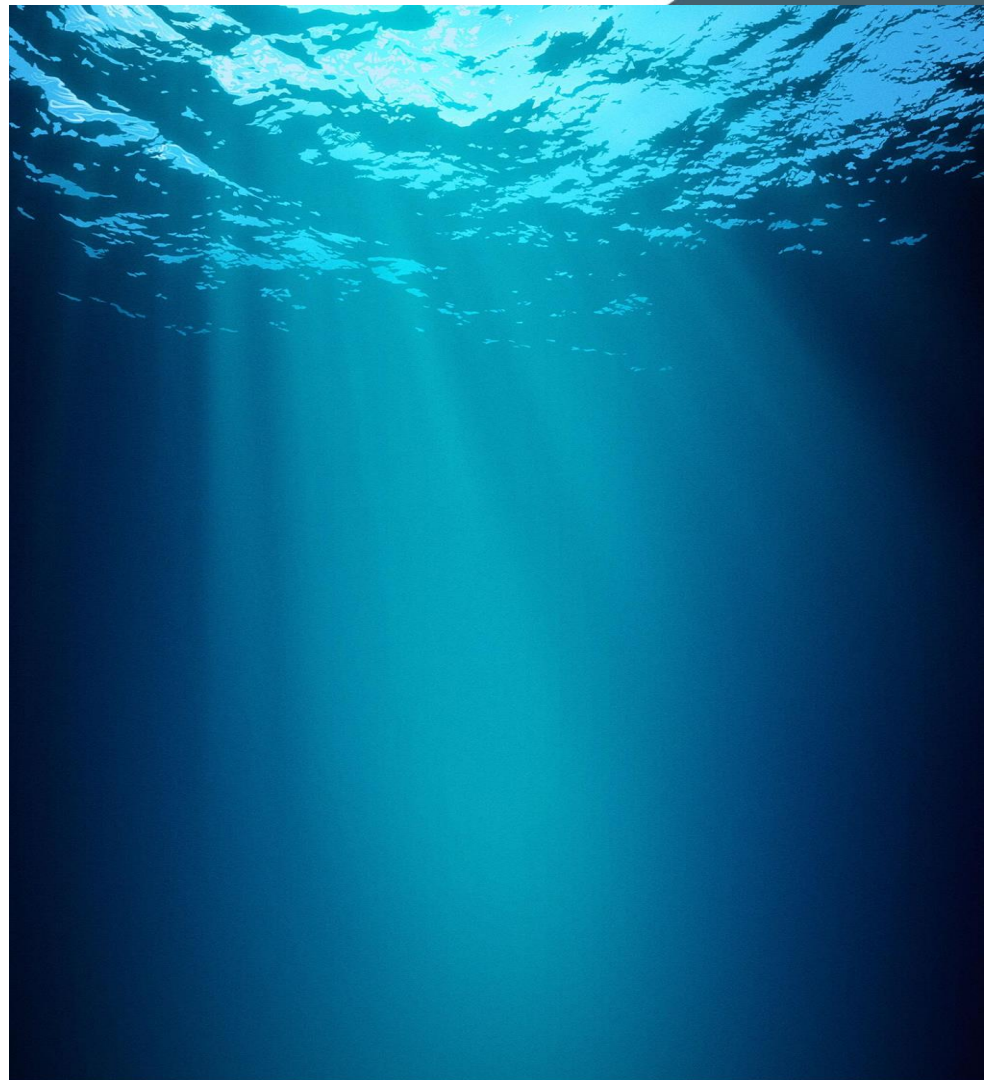
- Bank cash machine
- ATM
- Contactless card
- Tablets
- Application
- Security camera
- Depositing money
- Viewing and changing account details
- View and handle money

# Impacts of modern technology

- Easier Service.
- Quicker service.
- Helps shorten lines at the bank.
- Safety for both workers and people who are with the bank.
- Less cash economy.
- Easier to receive payments and take out money.

## Conclusion

In my knowledge i have discovered a new ways of developing learning skills and i've also discovered new stories about the topic i have just presented. In my studies at university of Wales Trinity Saint David, i want to achieve my goals in studying and passing my course and have the opportunity to achieve a higher degree and to be able to learn about business management course strive through intense learning for in the near future where i can own my own business and be successful into trading and banking.



## Reference

- Santander.co.uk/about-santander/our-history
- Santander.com/en/about-us/our-history#1856-1950
- [https://customerservice.santanderbank.com/app/answers/detail/a\\_id/18/~/-can-i-make-a-deposit-at-a-non-santander-bank-atm%3F#:~:text=You%20may%20deposit%20funds%20into,enabled%20PDA%20or%20cell%20phone.](https://customerservice.santanderbank.com/app/answers/detail/a_id/18/~/-can-i-make-a-deposit-at-a-non-santander-bank-atm%3F#:~:text=You%20may%20deposit%20funds%20into,enabled%20PDA%20or%20cell%20phone.)
- <https://www.santander.co.uk/personal/support/ways-to-bank/at-the-cash-machine#:~:text=With%20our%20touchscreen%20machines%20you,50%20notes%20at%20a%20time>