

Cloud-based core banking pilot in the Philippines

Challenge

Financial inclusion



In 2017 - only 3 out of 10 Filipinos had a bank account

41% of the unbanked were in Mindanao



Lack of efficient technology infrastructure in rural and remote areas and archipelagos



Higher costs of reaching and servicing clients for rural banks in high-risk frontier areas

Solution

Cloud-based core banking system

Offer

new opportunities to save, make a payment, get a small business loan, send a remittance, or buy insurance.

Provide

personalized and efficient services

Mitigate

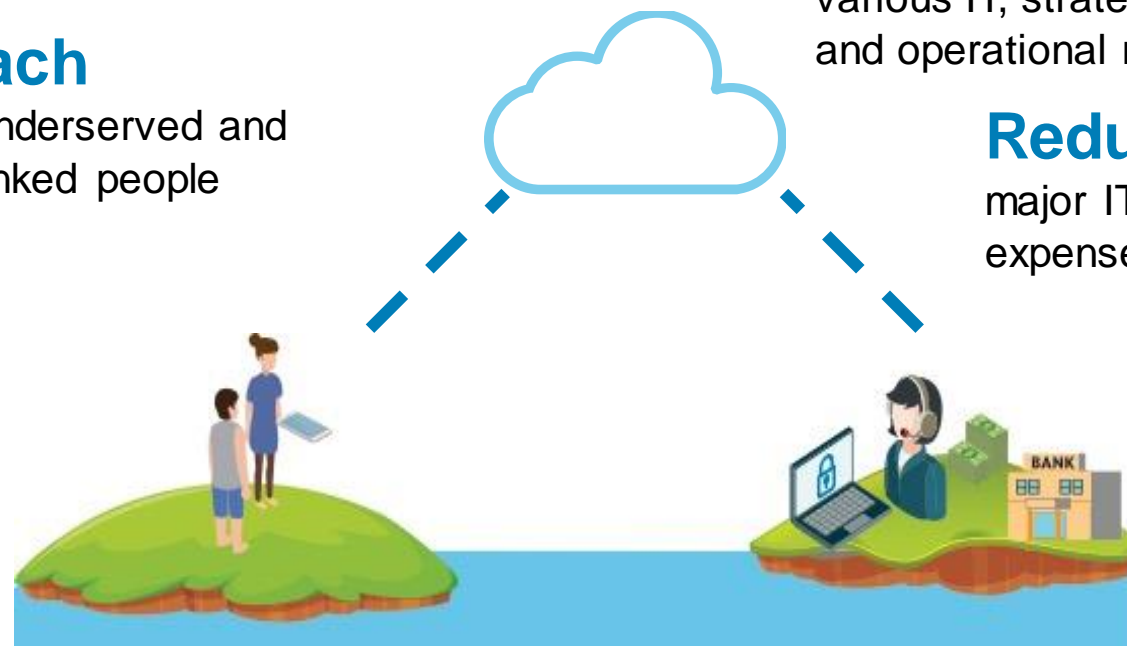
various IT, strategic, and operational risks

Reach

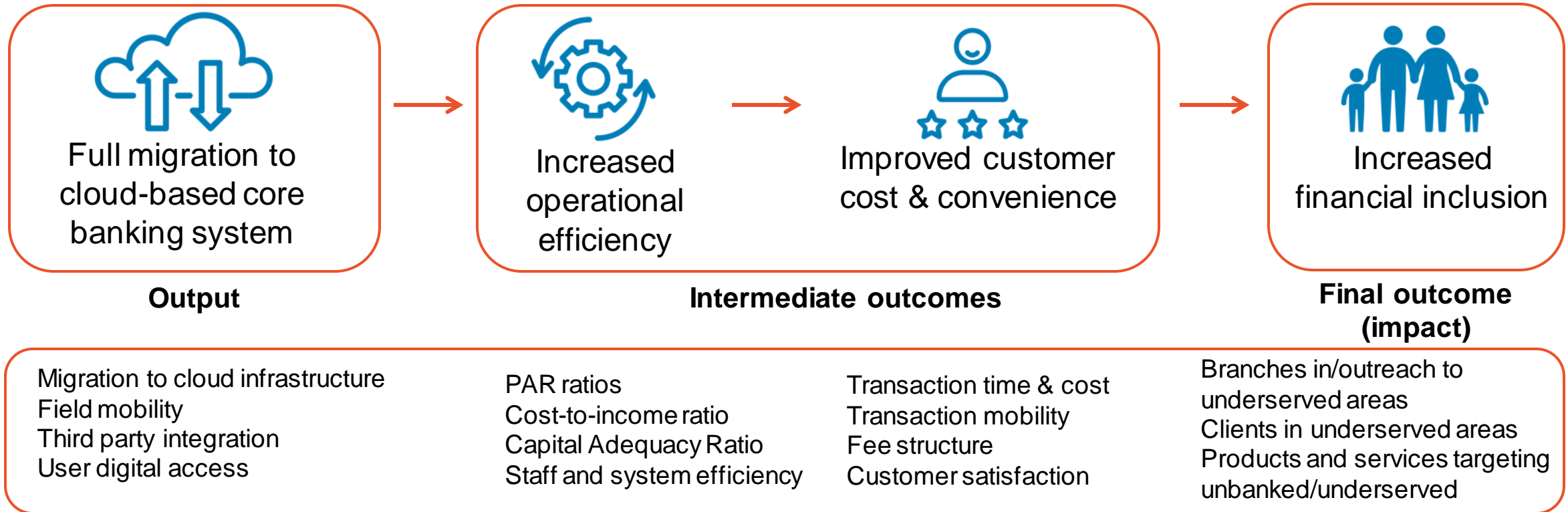
the underserved and unbanked people

Reduce

major IT capital expenses



Expected outcomes & impact

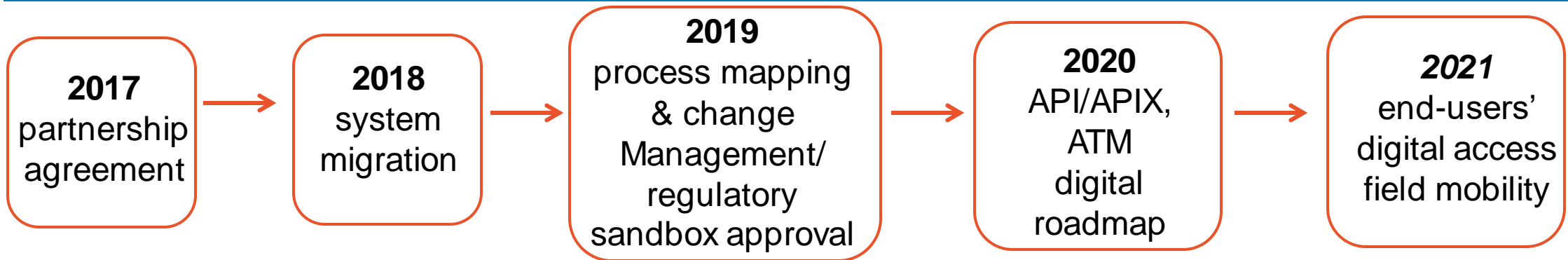


Indicators

Focus on

measuring **outcomes and impact** as well as **capturing learnings**

Timeline



Results

- Substantially improved connectivity
- Decreased IT resources
- Simplified reporting
- More seamless customer experience
- Client base increased from 95,000 in 2017 to 130,000 in 2020
- By early 2020 more than 25 Fis allowed by BSP (no objection) to use cloud-banking.

How

- System change, mindsets and company culture – a parallel shift in doing business
- Importance of having a clear long-term strategic approach
- Regulatory environment and the partnership – setting the agenda and driving change