

Bucharest June 11, 2014

Banks and Digital Opportunity

Branislav Vujović
President
New Frontier Group



new frontier group

TOP 10

Gartner top 10
IT Services in CEE

17 Countries

Austria, Bulgaria, Slovakia, Czech Republic, Slovenia,
Romania, Russia, Serbia, Turkey, Bosnia & Herzegovina,
Macedonia, Montenegro, Hungary, Poland, USA, Canada,
Australia.

2006 Vienna

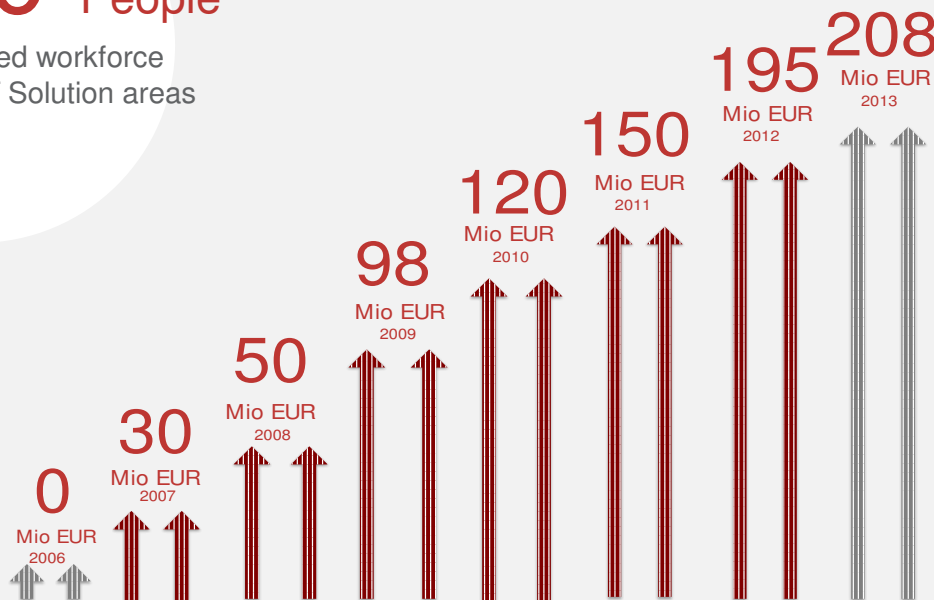
Founded August 2006 and
Headquarter in Vienna, Austria

2000 People

Highly skilled workforce
in all major IT Solution areas

7 years

Fast growing regional IT solutions
player in the last 7 years through M&A
as well as organic growth despite the
crisis



How to continue
creating value for
our clients and how
to GROW?





Adding New Channels:

ATM

Call Center

eMail

Online Banking

Internet Banking

Mobile Banking

Social Banking

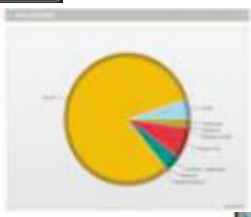
PFM

Advisor

Collaboration

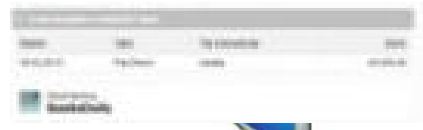
Application Store

IoT

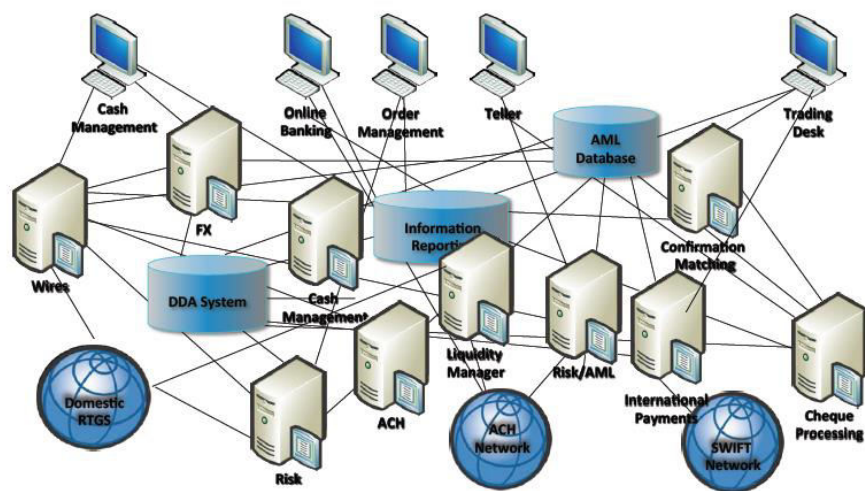
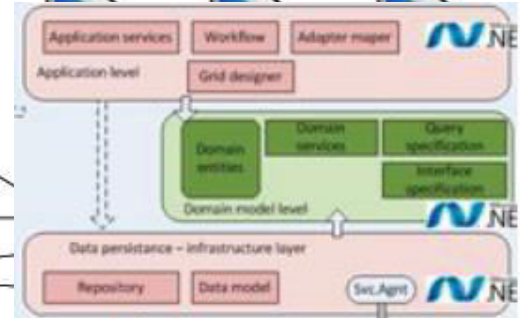


Item	Value	Unit	Percentage
Item 1	100	USD	10%
Item 2	200	USD	20%
Item 3	300	USD	30%
Item 4	400	USD	40%

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Item 3	300	USD	30%
Item 4	400	USD	40%



Cash
ment



ilympix

WHO IS THE BEST KARAOKE SINGER IN MY CLASS?

IS MY SON THE BEST PIANO PLAYER IN THE HOOD?

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IS MY SON THE BEST PIANO PLAYER IN THE HOOD?

18 COMPETITIONS IN TOTAL

55 PARTICIPATIONS TOTAL

7 OUTSTANDING IN TOTAL

blizstore.si

Solutions Developer About blizstore.si

Focus on your business. Use solutions, for which you only pay a monthly fee.

Welcome to blizstore.si

blizstore.si is a company that provides a wide range of solutions for your business. We are a team of experts who can help you with everything from IT to marketing. We are a team of experts who can help you with everything from IT to marketing.

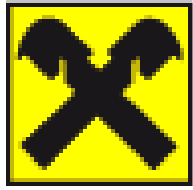
4,75%

Konto młodzieżowe Click

Obługa przez Facebook



DDA = Demand Deposit System AML = anti-money laundering
ACH = Automated Clearing House RTGS = Real Time Gross Settlement



**Raiffeisen
BANK**

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News 17. 04. 2013.

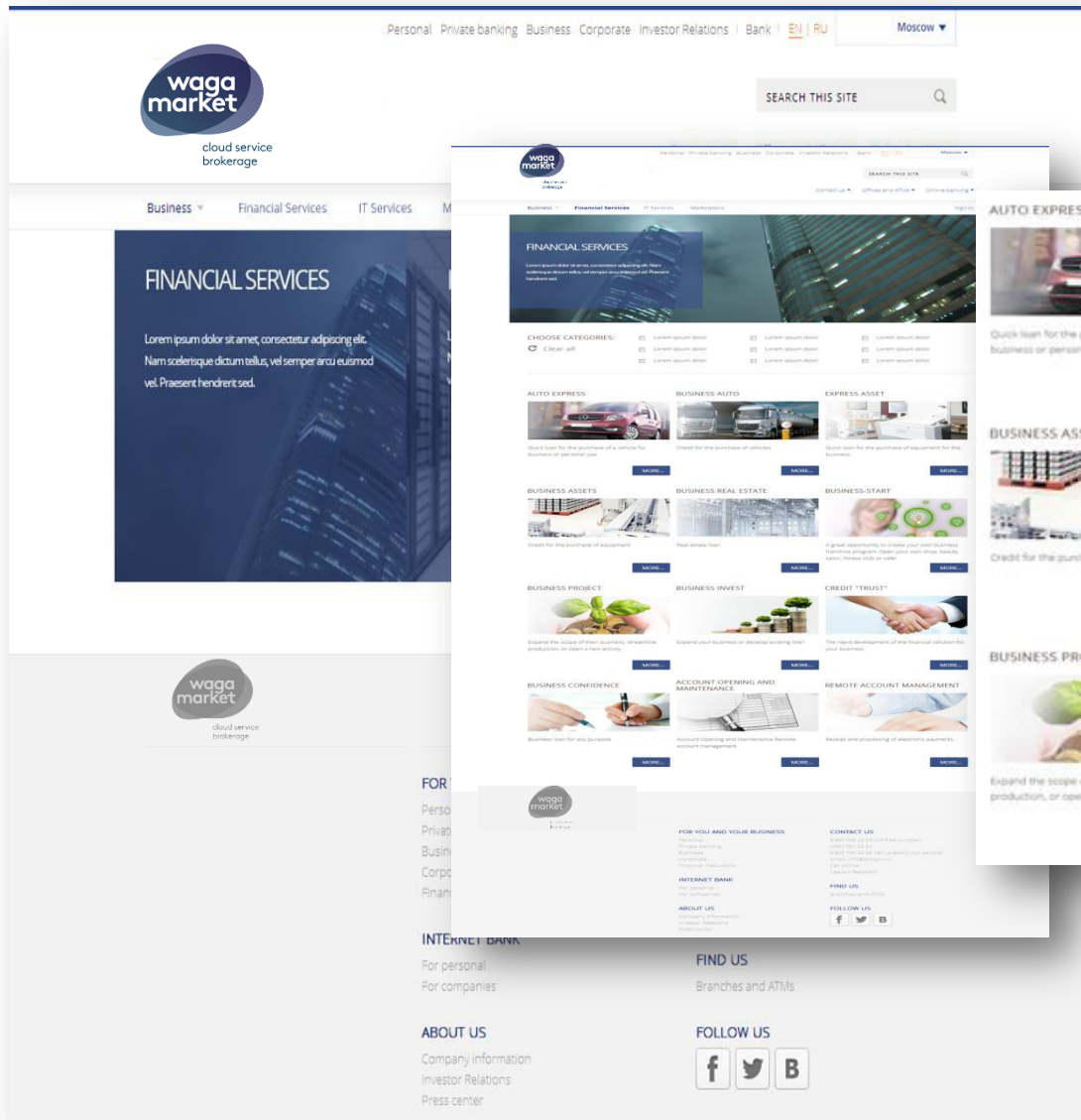
Raiffeisen Banka Realized Excellent Business Results in 2012

*“Introducing the improved e-banking application resulted in a growth in increase of online transactions of **62 per cent for a half-year period**, while the number of loan requests **submitted electronically grew by 16 per cent.**”*



„Financial and ICT products“ transformed to Services and offered to Customers

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Business Benefit

1. ARPU (Average Revenue Per User)

2. Customer base – new customers

3. Churn and Customer Loyalty

churn reduction at customers that have cloud and mobile service are significant:

- *having 2 services (1 mobile + 1 cloud) churn reduction is estimated to bigger than 50% in 2 years*
- *having 3 services (1 mobile + 2 cloud) churn reduction is estimated to bigger than 75% in 2 years*
- *having 4 or more services (1 mobile + 3 or more cloud) churn reduction is estimated to more than 90% in 2 years*

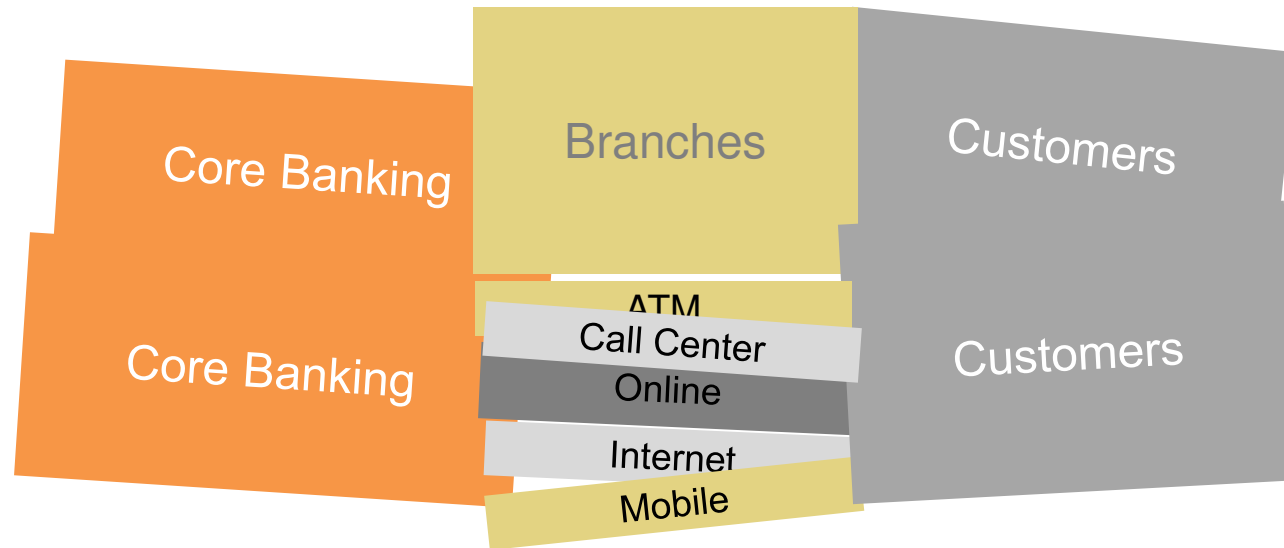


- *Startups*
- *Cross Industry*
- *Global Players*

How to Grow?



Banking Digital Model



Digital Banking

Physical
Banking

Digital
Banking

Business Eco System

Customer
Data

1

Collaboration
Channel

1

Content

1

TRUST

Own and 3rd Party content,
Services & Products

Integration with new &
existing IT systems

Big Data

Cloud

Innovation by
Design

Personalized

Speed

Content

Collaborative

Simple

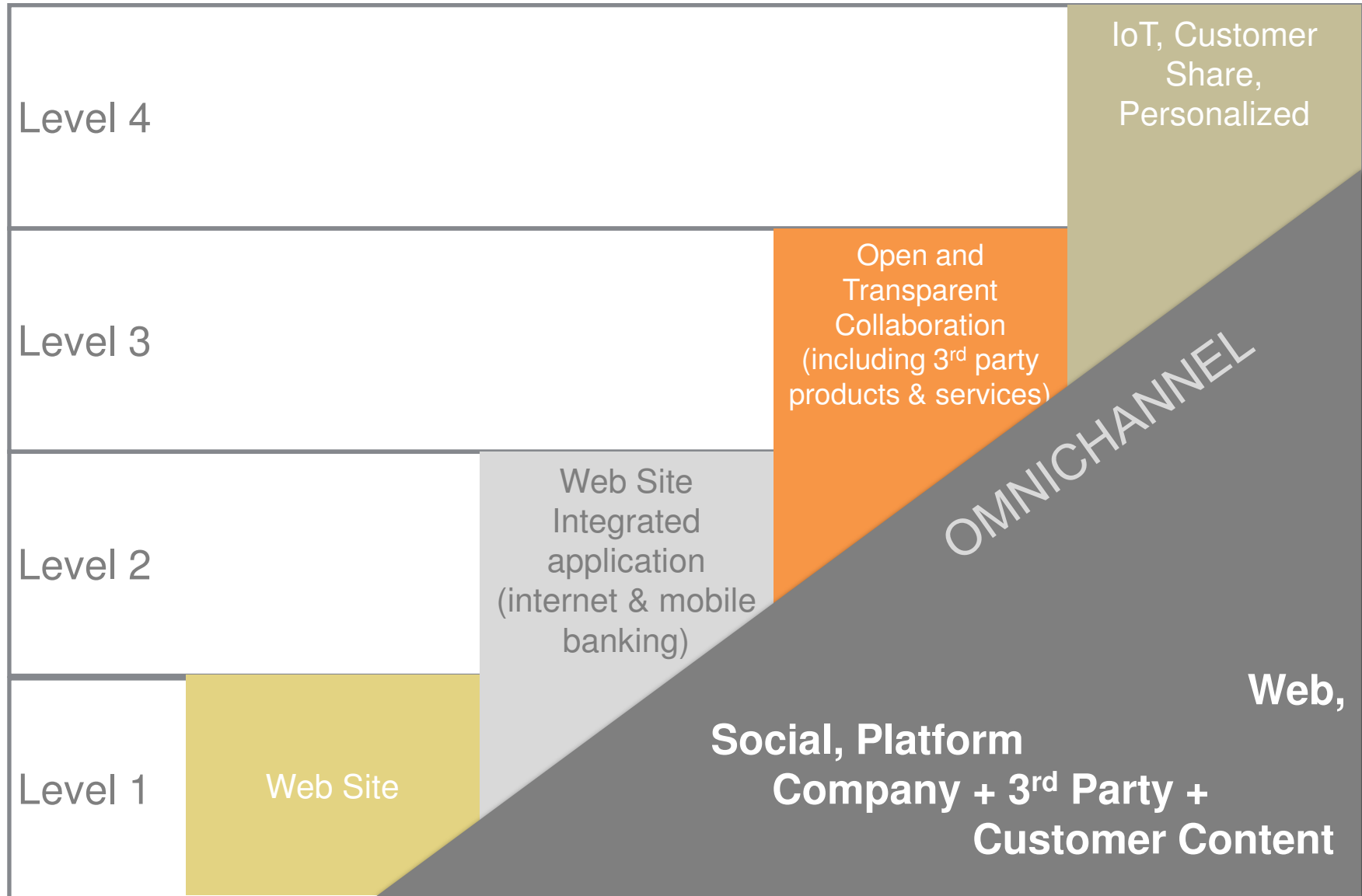
Open and Transparent

Great User
Experience

Engaging and Empowering

Anywhere any device

Levels of Digital Adaptation in Banking



Analyze

Accenture, McKinsey,
KPMG, Capgemini, EY,
Deloitte

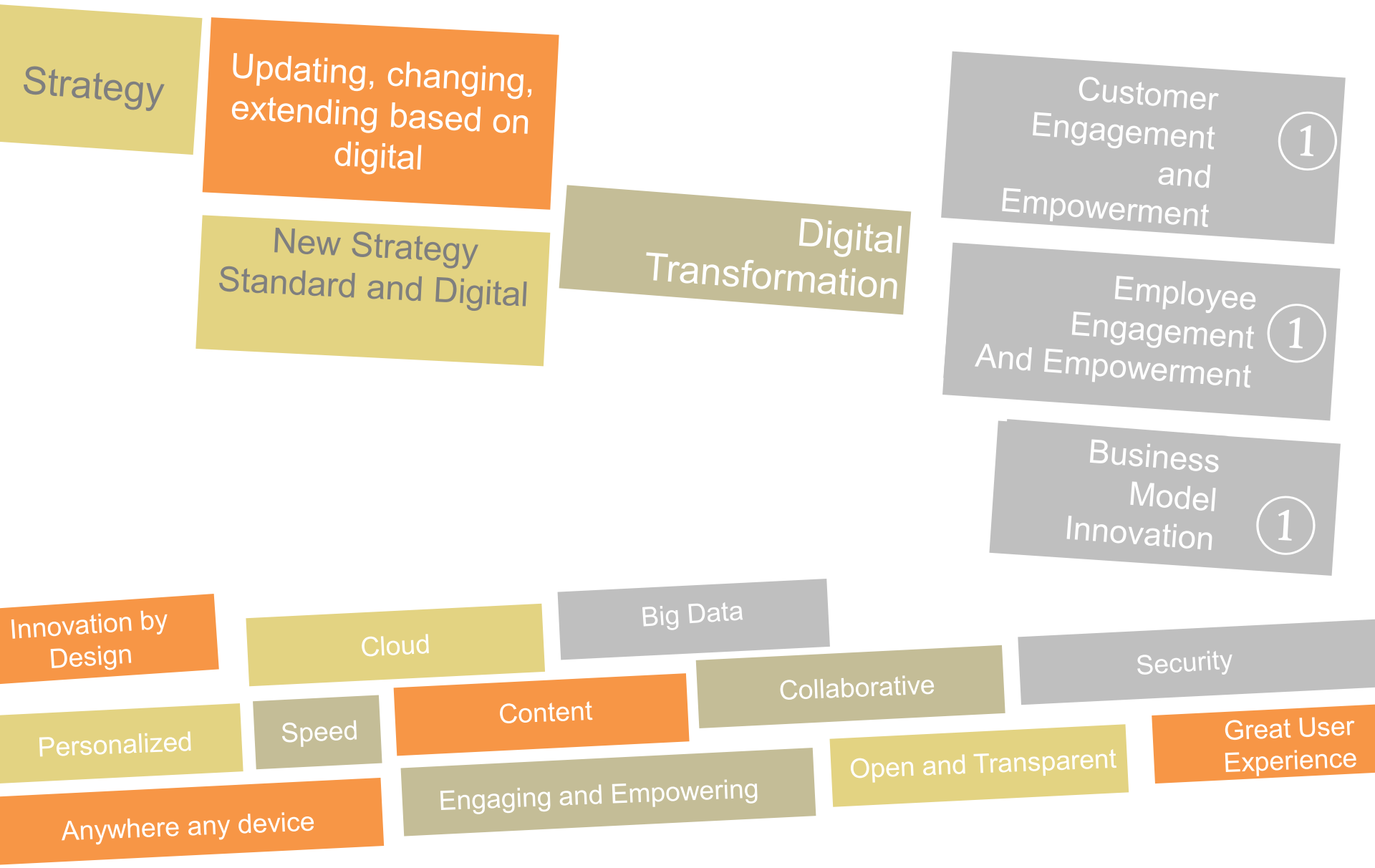
SMAC



Electricity
Electrical engine

Strategy!

Start with Strategy



XAPT
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new
frontier
solutions

new
frontier
innovation

new
frontier
innovation

Consulting

XAPT US

XAPT Canada

XAPT Australia

XAPT Hungary

XAPT Romania

LLP Group

Profinit

NF Cloud

NF Slovakia

Romsys + NBD

SAGA + Smart

Technoserv
Consulting

NF Poland

Commcord

Teligent

Optim

Ulympix

NF Innova

Tegetdot

NF CSB

Goal: Vision of digital business
with a concrete plan when and how to come there and what to achieve

Analyze
Business As Is

Understand
Business
Ecosystem,
Customers
(segments,
geography),
Portfolio,
GTM, profit per
lob, identify
business in
danger

Analyze Digital
Presence Today

Content, online
applications,
online sales,
delivery, support,
collaboration,
social, mobile for
whole business
ecosystem

Digital Business
best practice

Review leading
examples of
digital business
in general and in
the industry
vertical,
converting atoms
into bits
approach

Workshop on
digital business
opportunity

Brainstorm on
new offering,
new segments
and geographies,
how to convert
products into
services
(Business Model
generation)

Vision where to
be in three years
and how to come
there

Define vision:
Goal to be
achieved in
couple of years.
Define a path
how to come
there.
(Dream with
deadline)

Align and Integrate Technology

How to go Digital?

Strategy

Updating, changing,
extending based on
digital

New Strategy
Standard and Digital

Digital
Transformation



***We can not predict
the future but we
can help shape it***

Thank you