

Banking technologies

The importance of information technology in the banking sector has been continuously growing over recent years. IT infrastructure has always been one of the cornerstones of Bank Vozrozhdenie's development, as it plays a key role in expanding all business lines.

In 2012, the Bank continued with the project on operating model optimization, aiming to increase its business efficiency and enhance the quality of customer service. The core step of this crucial project is building radically new information technology architecture. In order to facilitate the process, the Bank has set up a new senior management position of IT Director. His responsibilities include procuring advanced IT solutions, streamlining internal processes, centralizing information systems and ensuring their stability.

Last year Bank Vozrozhdenie launched a new IT strategy that identifies several areas requiring intensive development: remote customer service channels, front office systems, CRM systems, lending processes, accounting systems technology and analytical systems. Modernization processes in all these directions were initiated in 2012.

Another important aim of 2012 was the banking systems centralization. Finalization of this process will open the way for the optimization and centralization of operating processes. The Bank will continue to progress in this area in 2013.

As a part of the project, the Bank will develop modern IT architecture to centralize various back-office functions. The Bank expects that the creation of a single center for front-office support operations will improve business performance and increase the speed and quality of customer service.

The Bank sees as the priorities for its banking technologies development in 2013 continuing optimization of the Bank's infrastructure and branch network as well as launching new IT solutions. Introduction of new customer service channels providing clients with self-service options and freeing them from visiting branches will be the key goal of the year. The Bank plans to centralize separate functions by switching them to new technologies.