

The Future of Banking

Three spotlights are shown against a black background. Each spotlight is a cone of light originating from a point above and illuminating a word on the ground. The spotlights are arranged from left to right, with the first being the largest and the last being the smallest.

Personal

Simple

Secure

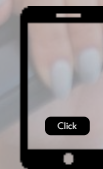
Unique customer experience



**Customer
Intent**



Offer



**Simple
Acceptance**

Looking under the hood: the Bank



**Customer
Location**



Credit Check

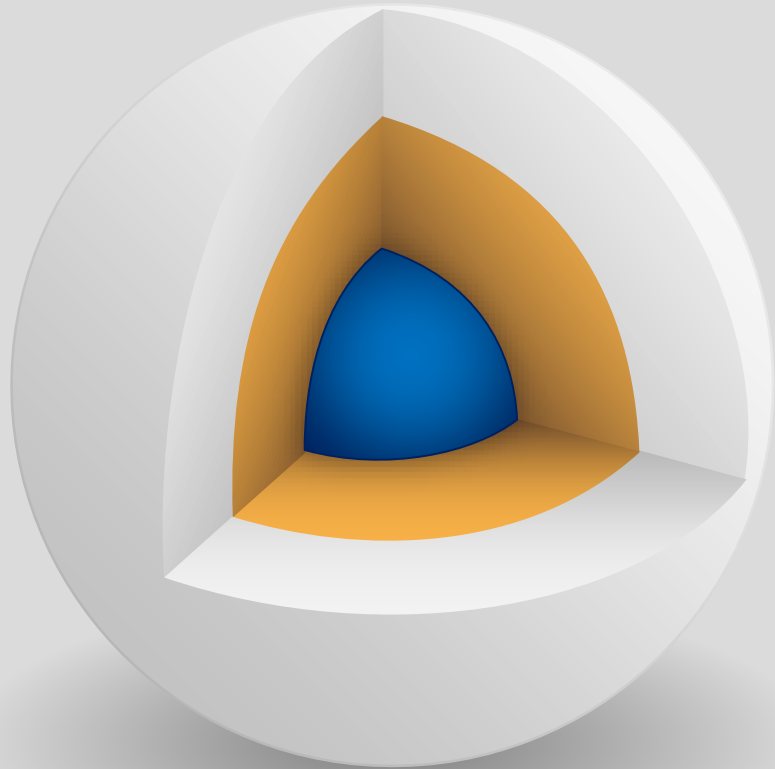


**Offer of Pre-
Approved Loan**



**Instant
Implementation**

What do we need ?



Requirements

Enablers

Delivery

The "Right" Requirements



Data

Variety

Precision

Trust

Quality

Internal and External Cloud

Hybrid

On-Premise



Infrastructure

Processes

Workforce



Enterprise Agility

Risk & Governance

Culture

Enabling Personalization and Simplicity



Customer Insights
Personalized Services (Help, Advice, Offers)
Intelligent Decision Making, Voice Assistants



Know Your Customer (KYC)
Real-time Payments
Trading Platforms



Accelerate Process Execution Speed
Provide Around-the-clock Services with
Consistent Quality



Delivering the value to Customers

“Consumers want better integration across physical and digital channels.”

Accenture Global Financial Services Consumer Study 2019





IDENTIFY

PROTECT

DETECT

RESPONSE

RECOVER



The Threat landscape is changing too!



1



DIFFERENT THREAT ACTORS

The threat actors are changing to online fraudsters

2



ATTACK SURFACE IS CHANGING

New services and channels are being introduced which can be targeted

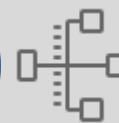
3



NO PHYSICAL CONSTRAINTS

A Bank can be targeted from anywhere, from everyone.

4



AGAINST WELL ORGANIZED GROUPS

A Bank can be targeted from anywhere, from everyone.



The most infamous hacking groups



LAZARUS HACKING GROUP

SILENCE

SILENCE HACKING GROUP



CODOS0 HACKING GROUP

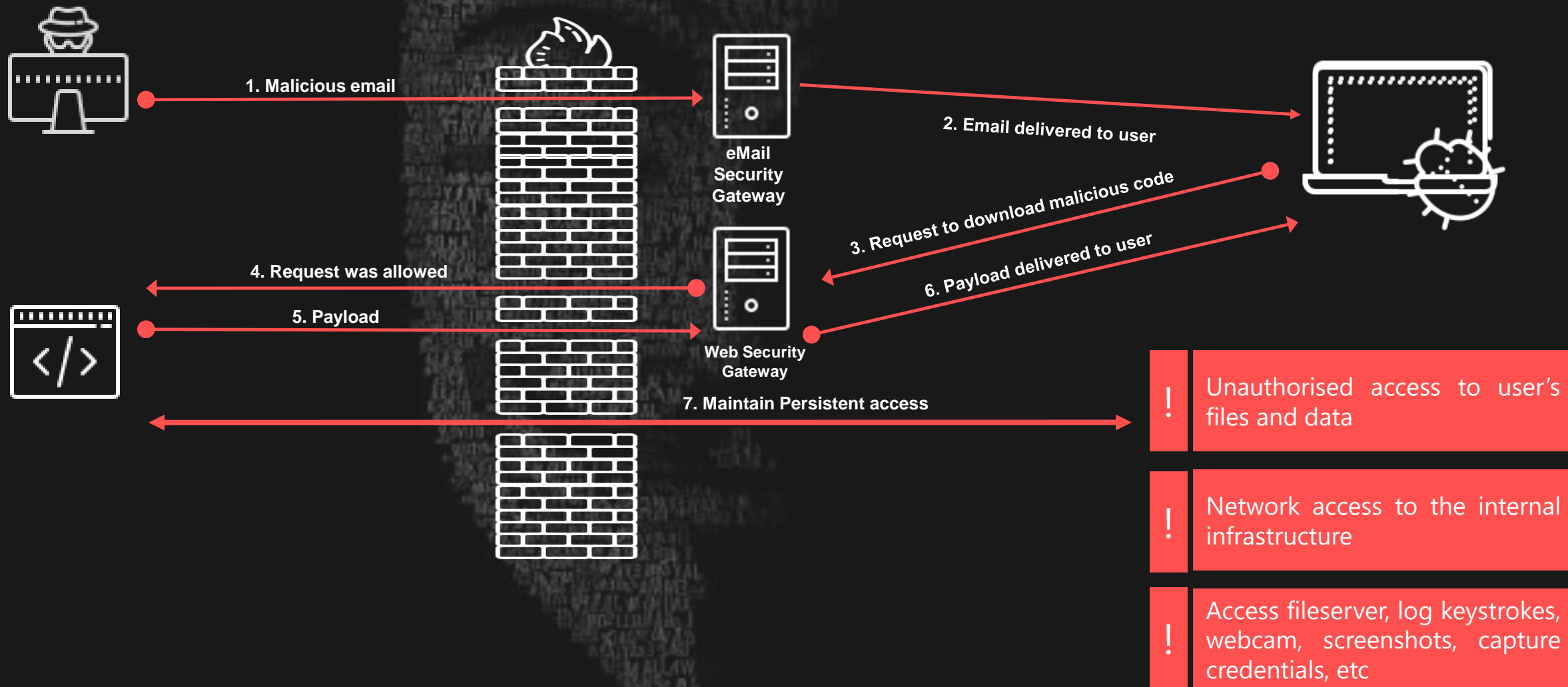


CARBANAK HACKING GROUP



**MORE THAN 100
HACKING GROUPS**

Hacking Group: A common Modus Operandi



The Gap: From disaster to detection

**TIME TO GAIN FULL ACCESS
TO THE INFRASTRUCTURE**

**PRIVILEGED
ACCOUNT** **1
DAY**

**NON
PRIVILEGED
ACCOUNT** **1 to 7
DAYS**

VS

**AVG TIME TO
DETECT A BREACH**

MORE THAN

**80
DAYS**

Additional challenges to be addressed



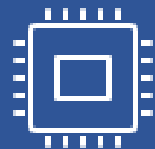
BANKS NEED TO RUN A CONTINUOUS AND A DEMANDING TRANSFORMATION PROGRAMME



PERFORMING UNDER THE PRESSURE FROM COMPETITION AND FINTECHS



TICK-THE-BOX APPROACH TO COMPLY WITH STRICT REGULATORY FRAMEWORKS



INCREASED COMPLEXITY FOR DELIVERING NEW SERVICES

Case Study: Capital One

WHAT WAS STOLEN?

Names, addresses, zip codes, phone numbers, email addresses & dates of birth

Credit scores, payment history

Cost up to \$150M

A large, illuminated sign for Capital One Bank is shown. The sign features the bank's logo, a red swoosh, and the text "Capital One Bank" in white. Below the sign, a quote from the CEO is displayed.

Capital One Bank

"I sincerely apologize for the understandable worry this incident must be causing those affected."

— Richard D. Fairbank, Capital One CEO

CAPITA

- 100 mil
- Credit c
- 2005-2
- Person
- 140,000 Social Security num

 **CNBC**

ted States by

Reimagined Banking



BUSINESS CONSULTING SERVICES

Cybersecurity starts with 'C' not only "CISO"

CEO

LOSS OF MARKET SHARE / REPUTATION / LEGAL EXPOSURE

CFO

AUDIT FAILURE / FINANCIAL LOSS / FINES & LAWSUITS

CIO

IT SERVICE INTERRUPTION & INTEGRITY

CHRO

EMPLOYEE PRIVACY / REPUTATION

CMO

LOSS OF CUSTOMERS' CONFIDENCE / BRAND REPUTATION



**PENETRATION
TESTING**



**SECURITY BY
DESIGN**



**HOLISTIC
APPROACH**



**SECURITY
AWARENESS**



**SECURITY
FRAMEWORKS**

HOW TO BOOST ORGANISATIONAL CYBER RESILIENCE IN CONSTRUCTING A STRONG
DEFENSE AGAINST CYBERTHREATS.

bad guys do so

strategy and
design

programme

other information
security framework

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