

DFCC Bank Gears Up For Digital Transformation

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Lakshman Silva, Chief Executive Officer, DFCC (fifth from left) exchanging the partnership agreement with Sidath Wijeratne, CEO, Novustech Transact Lanka in the presence of Denver Lewis, Vice President/Head of Cards Centre, DFCC; Nishan Weerasooriya, Head Information Technology, DFCC; Samathri Kariyawasam, Vice President General Legal, DFCC; Thimal Perera, Deputy Chief Executive Officer, DFCC; Lahan Gajasinghaarachchi, Director/Senior Vice President, Novustech; Ashani Rodrigo, Project Manager, Novustech; and Deepak Gangadharan, Senior Vice President, Novustech.

DFCC Bank partnered with Novustech Lanka to carry out a modernized approach to enhance the customer experience across all touch points. As a result of this partnership, DFCC Bank implemented the upgraded digital touch points and went live to provide enhanced customer experience with more accuracy and convenience.

The outsourcing of ATMs, the deployment of CRMs and the implementation of a mobile staging app for high volume branches with priority queuing features in order to enhance the customer interaction and speedy service are the main inclusions of this partnership. This will ensure a smooth flow of operations by means of reducing manual work by process simplification, reducing transaction turnaround times and introducing new online and mobile banking mediums, which will help customers initiate transactions even before reaching a branch and minimizing the time spent at a branch. The partnership has strengthened the Bank's latest digitally-enabled platforms such as Cash Recycling Machines. With the introduction of the CRMs, the customers will be able to withdraw and deposit cash around the clock, eliminating their dependency on branch closing times. 'DFCC MYSpace', the self banking solution, which is the consolidated digitalized service delivery space of the Bank is

where the customers could experience digital platforms throughout the year. Adapting to the new technological enhancements of the modern age, DFCC is committed to provide a frictionless banking experience to its consumers, while ensuring the satisfaction of conveniently fulfilling their banking needs.