

# KM2024 Conference Pre-Conference Industry Day

SGH Warsaw School of Economics, Warsaw, Poland

Themes: Knowledge Management, Cybersecurity, Learning, and Information Technology https://iiakm.org/conference/

## Invited Talk

**Big Data to Support Big Banking** 

#### Rafał Zarzycki

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#### Abstract:

**Problem Statement:** Why proper management of big data is crucial for banking business and is current AI meeting transactional requirements at the level expected by (and from) the bank?

**Our Approach:** Big data in banking is definitely an important issue but for short session. The aim is to focus on three aspects of its usage looking at transactional part.

- Tailor made solutions, reports banks also have to make that extra mile from time to time and follow specific customer needs even though vast majority of business is well regulated. This way whole organization can learn and benefit in future tasks.
- Regulations, AML, NBFI when you ask questions but regardless of business trust have to check the answer multiple times, continuously. To develop the business there is a need for robust processes and tools, coordinated in multiple areas of competences.
- Transactions management integration solutions to communicate with clients ERP systems, requirements and implementation steps. You don't have to use bank website/interface to process transactions but there is no space to compromise security.

In transactional banking there is always big data which brings concerns and opportunities. Role of the bank is to use it for best possible customer experience.

### **About the Speaker:**

Rafał Zarzycki is currently managing a team in Transactional Banking Department in Santander Bank Polska, Warsaw, Poland. His professional experience includes various industries including FMCG, heavy industry and of course banking. As a mathematician he fits all the business roles with original education. Primary goals related to current position are facts/data based strategic recommendations and finding enablers for sustainable growth.

