

CBC Finance

Finetech Consultancy (Pvt) Limited

About Company

CBC Finance Ltd. is a fully owned subsidiary of Commercial Bank of Ceylon PLC, the most awarded bank in Sri Lanka and the bank that brought honour to the country by ranking in the prestigious list of World's Top 1000 Banks for 10 consecutive years.

CBC Finance Ltd., formerly known as Serendib Finance Ltd. was acquired by Commercial Bank of Ceylon PLC in 2014. This company was established in 1987 as Indra Finance Ltd. with the approval of the Monetary Board of the Central Bank of Sri Lanka under the Finance Business Act No. 42 of 2011.

With 16 branches island wide, the Company is delivering a wide range of financial services to Individual and SME segments through an excellent and personalized customer value proposition.

- Vision : To be a Financial Institution thriving on public confidence
- Mission : Growth and stability within a regulated market



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Technology Strategy

- **Digital Transformation** : Implementing a comprehensive digital transformation strategy to enhance customer experience, streamline operations, and improve efficiency
- **Data Analytics and Insights** : Utilizing advanced data analytics tools and techniques to gain insights into customer behavior, preferences, and trends. This data-driven approach enables CBC Finance Ltd to personalize offerings
- **Cyber security and Risk Management** : Prioritizing cyber security measures to protect customer data, financial transactions, and the company's IT infrastructure from cyber threats and attacks

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- **Collaboration and Partnerships** : Forming strategic partnerships with Fintech company, technology providers, and industry stakeholders to leverage emerging technologies, share expertise, and foster innovation
 - **Continuous Learning and Development** : Investing in employee training and development programs to enhance digital literacy, technical skills, and cyber security awareness among staff



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Key priorities for Technology Investments

- Digital Transformation & Collaboration Tools
- Data Analytics and AI
- Enhancing Cyber security
- Cloud Computing
- IT Automation



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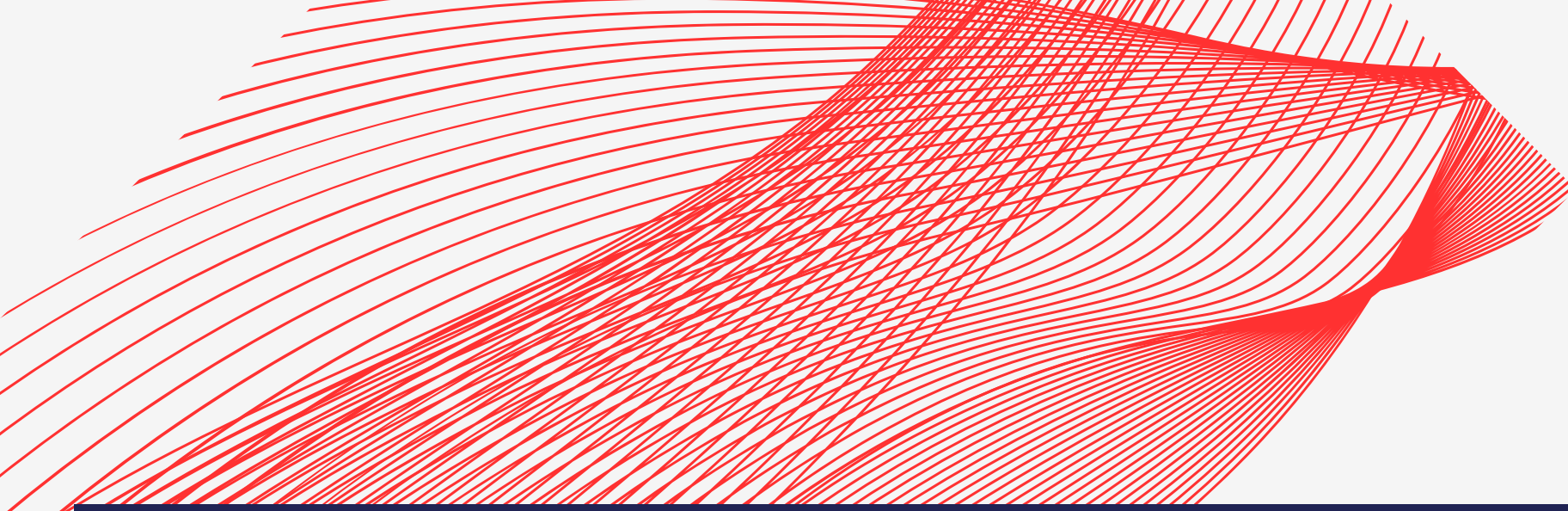
How do you translate these priorities into the selection of a suite of apps to deliver collaboration, productivity and performance throughout the business?

- Choosing collaboration tools that facilitate seamless communication, file sharing, and project management
- Selecting apps that offer advanced analytics and AI capabilities to derive insights from data and improve decision-making
- Prioritizing apps with robust security features to protect sensitive data and ensure compliance. Look for collaboration tools with end-to-end encryption, multi-factor authentication, and data loss prevention features to safeguard against cyber threats

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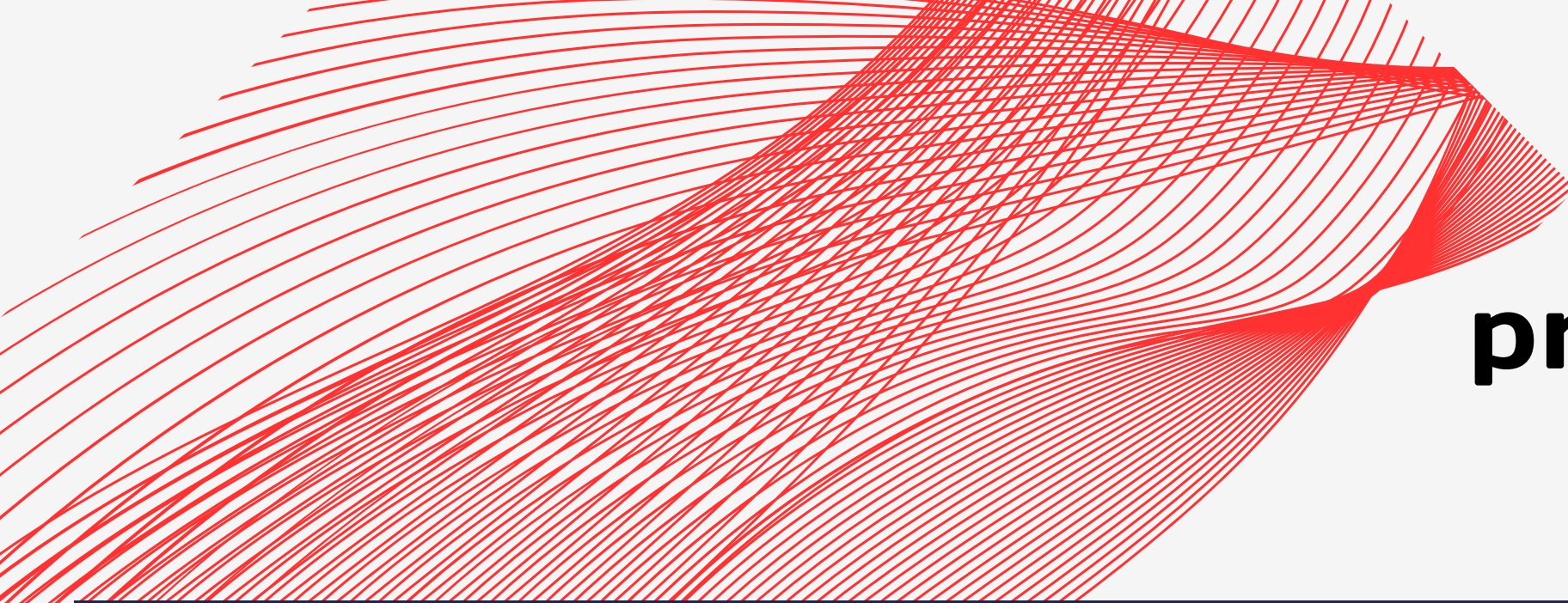
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- Selecting a cloud-based productivity suite like Google Workspace to enable scalability, flexibility, and remote access to applications and data
 - Chosen apps that support integration with IoT devices and automation platforms to streamline processes and improve operational efficiency



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How Google Meet helps to deliver collaboration, productivity and performance throughout the business?

Google Meet facilitates real-time communication, efficient meetings, and seamless collaboration across teams regardless of location. With integrations, scalability, and security features, it enhances productivity and performance throughout the business.



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Finetech Role

- Google Workspace Migration for Migration Exchange - Users mail box migration from Zimbra to Google Workspace
- During the implementation period, using a Shadow domain it can easily mail routing process between Zimbra and GWS.
- GAM Tool – Mail Delegation
- Google Workspace Mobile Policy – Easily & Secure access mails from users' mobile phones
- Postfix Server: Manage Email alerts from the specific servers, system and devices which are already using the services and hard-coded in to the systems

Benefits

- Capable of overseeing services through the centralized Admin Console
- Tailored and secure corporate email
- Enhanced video conferencing via Google Meet
- Ample cloud storage with Google Drive
- Cutting-edge enterprise security measures

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Benefits

- Google Workspace works seamlessly on mobile devices, allowing employees to stay productive even when away from their desks
- Google Workspace offers robust security features, including 2-step verification, single sign-on, and automatic updates. Endpoint Management ensures data protection
- Google Workspace's ever-evolving nature ensures that your organization remains up-to-date with the latest technology



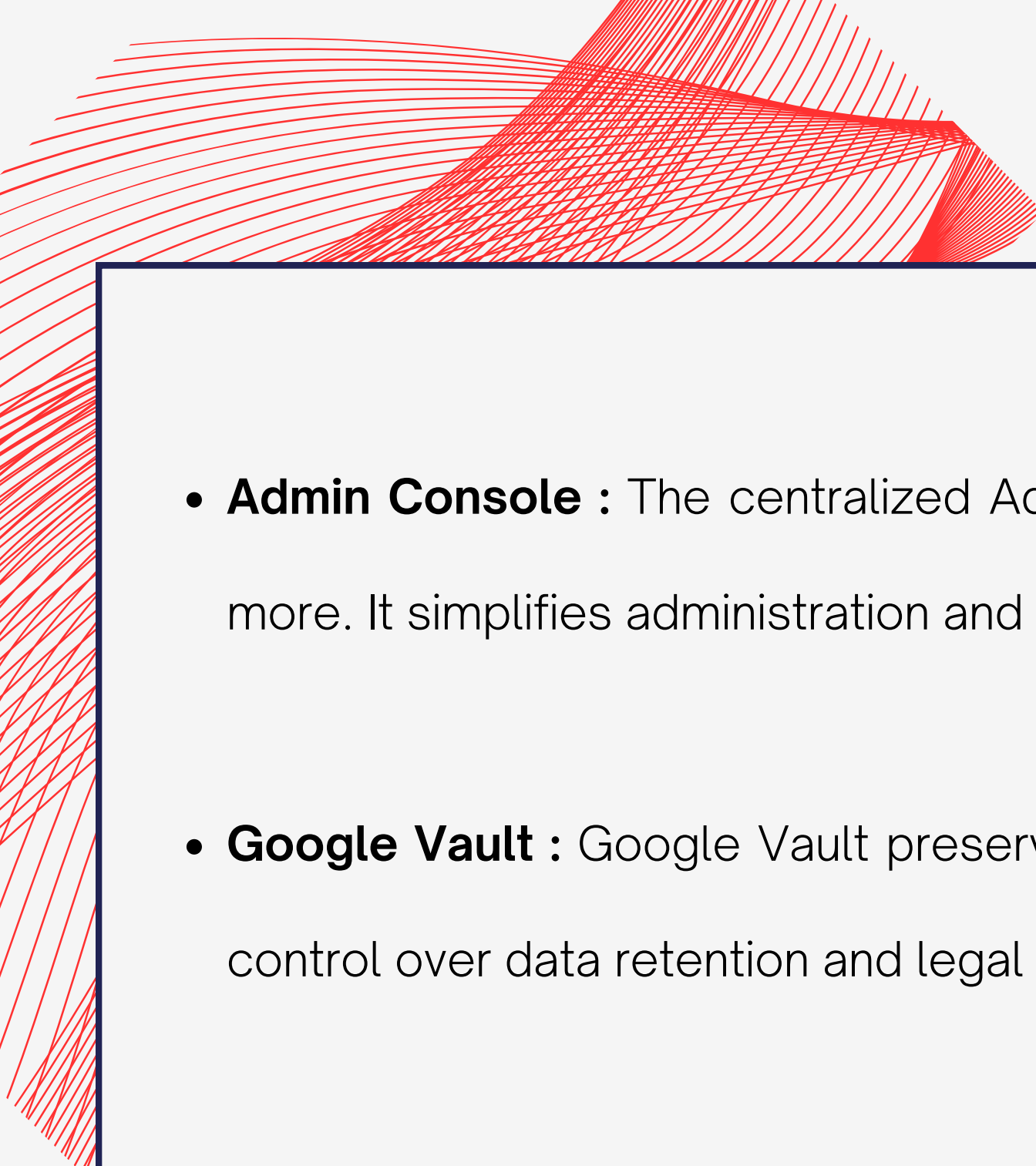
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The impact of key Apps or Features on Business Performance

- **Gmail:** The branded email service through Gmail provides a professional appearance for communication. It's reliable, easy to use, and integrates seamlessly with other Google Workspace tools
- **Google Drive:** The ability to store and share unlimited files in the cloud has transformed document management. Teams can collaborate on files, access them from anywhere, and ensure version control
- **Real-Time Collaboration:** Google Workspace enables real-time collaboration on documents, spreadsheets, and presentations. Multiple users can work simultaneously, see edits as they happen, and communicate through built-in chat and comments

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- **Admin Console** : The centralized Admin Console allows easy configuration of security settings, user management, and more. It simplifies administration and ensures efficient management of the entire Workspace environment
 - **Google Vault** : Google Vault preserves business data by archiving email messages and on-the-record chats. It provides control over data retention and legal compliance

Has using Google Workspace changed the culture/approach of the business

- Google Workspace encourages a more collaborative approach by enabling teams to share ideas instantly and collaborate in real-time. This fosters a culture of teamwork and collective problem-solving rather than individual efforts. By optimizing work and collaboration processes, Google Workspace improves efficiency within the organization. Teams can work more seamlessly, reducing redundancies and streamlining workflows
- Engaging with cloud-based architectures eliminates the limitations of traditional, computer-dependent productivity tools. This change encourages a more forward-thinking approach to technology adoption and fosters a culture of innovation within the organization

Opportunities for Enhanced Rewards in Business Operations

- Google Workspace could further integrate artificial intelligence (AI) to enhance productivity. AI-powered virtual assistants that automate repetitive tasks, suggest improvements, and provide intelligent insights

Testimonial

“Since adopting Google Workspace, our team’s productivity has soared. Real-time collaboration on documents, spreadsheets, and presentations allows us to work seamlessly across devices. We no longer waste time emailing attachments or dealing with version control issues. Plus, the built-in chat and comments feature keeps communication efficient. Plus, the centralized Admin Console simplifies management.”

Chamath Rathnayake

Project Coordinator



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Testimonial

"As the Manager IT department, since implementing Google Workspace, our department has witnessed a significant transformation in our financial operations. With the seamless collaboration features across various devices, our finance team has experienced a remarkable improvement in productivity. Real-time co-authoring capabilities in documents and spreadsheets have streamlined our workflow, allowing us to work more efficiently and accomplish tasks at a faster pace."

Anuradha Senrath

Manager IT



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Testimonial

"Since integrating Google Workspace into our finance company's operations, the impact has been nothing short of transformative. Collaboration among our financial teams has reached new heights, with seamless communication and real-time co-authoring capabilities across devices. Tasks that once seemed daunting now flow smoothly, thanks to the streamlined workflow facilitated by Google Workspace. It has become an essential tool in our arsenal, empowering us to work more efficiently, make better decisions, and ultimately drive our financial success."

Chathuranga Suraweera

Senior Manager IT



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THANK YOU