



Knowledge Session on

**CRACKING THE CODE: WHAT IT TAKES TO
MANAGE HIGH-IMPACT TRANSFORMATION
PROGRAMS IN BFSI**

The Digital Fifth is Asia's 1st Fintech & Digital Finance Consulting & Advisory firm.

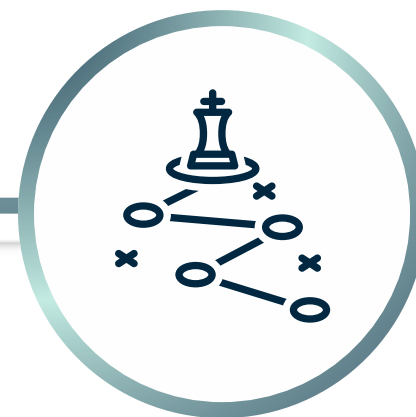
Organiser of **Bharat Fintech Summit**, one of the largest & most influential Fintech event in India.



Amongst the Largest Player in Asia.



1st in India to provide practical and pioneering training programs in Fintech and Digital Finance.



Winner of "**Market Intelligence Facilitator of the Year 2024**" at ASSOCHAM MSME Excellence Awards.



Meet the Team



SAMEER SINGH JAINI

Founder & CEO



SHASHANK SHEKHAR

Co-Founder & Head of Consulting



SREEKANT RUDRABHATLA

Co-Founder; Head of Sales & Partnerships



VIKRANT KULKARNI

Principal Consultant



DEEPAK SAI

Senior Consultant



Our Journey

- FinTech grant from Maharashtra Government
- First International Assignment with entry into South East Asia
- India's first FinTech training cohort
- First FinTech Bazaar

2017
-
2018

- Strategic Convener to Indian FinTech Forum Awards (IFTA)
- Entry into the Middle East market
- Launched B2B Digital Finance training
- Scaled FinTech Bazaar

2019
-
2020

- Launched Executive Program in Fintech, Open Banking & Financial Blockchain
- Onboarded larger consulting engagements

2021

- Facilitated fundraising activities for financial services institutions
- Expanded and set up base in Bangalore
- Launched Embedded Finance Practice

2022

- Successfully held our Inaugural event- Bharat Fintech Summit 2023
- Successfully completed the 5th Cohort of the Executive Program.
- Scaled Embedded Finance Practice
- Launched our online training portal: FintechGrad
- Entry into the East African Market

2023

- Successfully held our 2nd Edition of Bharat Fintech Summit in Feb'24
- Scaled Regulatory and Compliance engagements
- Led Fintech Onboarding for Banks
- Launched Insurance Transformation Practice

2024

Our Customers



Banks & NBFCs



Embedded Finance



Large Fintechs / Enablers



International



Training



Govt. Enablers



Investors



CBS



Our Value Proposition



Thought Leadership

- Experience in **implementation of Digital & Open Banking Stack at Banks,& Financial Institutions**
- Involve in Digital Transformation Leadership & Management training at Banks & FIs
- Working with a **Large number of Fintechs and Embedded Finance Partners**
- Digital Transformation Reports & Research



Practitioner's Approach

- **Adopting quality & implementation-oriented consulting** as a differentiator
- **Deep understanding of Digital, Technology** ,Journeys, and business Use cases
- Work including AA, Platforms, Neo Banks, **Banks-Fintechs Partnerships**
- **The practioner approach of the team**



Deep Engagement

- **Consultative and participatory engagement** approach
- **Implement Strategy Roadmap** and guide through the implementation of solutions
- **Skin-in-the-game:** end-to-end engagement
- Bringing **Expertise around Risk and Governance**



Network Effect

- **India's Largest Fintech Network**
- **CXOs Level of connect in BFSI**
- Influencer role in the Industry with webinars and closed senior group meetings
- **Founder/Cofounders connect** with 80% of Fintechs
- Network footprints with Over 80k+ Followership

Services we provide



Consulting Services



Partnerships



Corporate Training



**Digital Finance
Strategy**



Program Management



**Embedded Finance &
Open Banking**



Risk and Compliance



Product Management



**Investor & Ecosystem
Intelligence**

Cracking the Code: What It Takes to Manage High-Impact Transformation Programs in BFSI

Key discussion points

- Navigating execution hurdles in BFSI program planning
- The hidden cost of ignoring regulatory and operational nuances
- Driving outcomes through Product, Business, and Technology knowledge
- Domain Awareness edge to Program Management, key to a successful program



Shashank Shekhar
Co-founder & Head
of Consulting

BFSI IN AN ERA OF DIGITAL TRANSFORMATION

Welcome & The Era of BFSI Transformation

- BFSI is undergoing a radical transformation—driven by digital innovation, evolving customer expectations, and regulatory change.
- From mobile-first banking to embedded finance, every initiative must balance innovation, speed, and compliance.
- Success requires more than managing tasks. It demands strategic, contextual leadership.

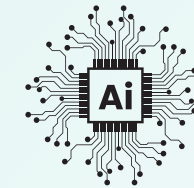
Transformation Projects



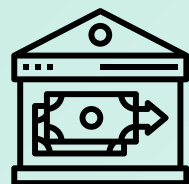
**Mobile Banking
Transformation**



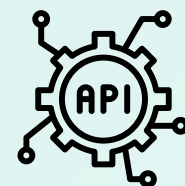
CBS Migration



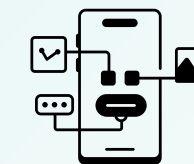
AI enablement for Multiple Initiatives



**Data Lake House
Implementation**



Cloud Modernization



**Digital Product Implementation like
Credit Cards & FD's**

Welcome & The Era of BFSI Transformation

Multi-disciplinary requirement

Time Sensitive

Customer Engagement

Digital Transformation Projects

Digital Strategy

BFSI Transformations

Digital LOS/LMS

Digital Wealth

Strategic Partnerships

API Product & Management

Digital Product Dev

Omnichannel Delivery

Enhancing Digital Experience

Regulatory & License Review

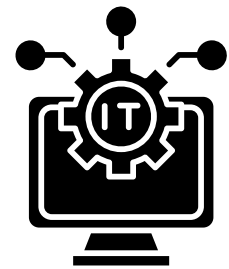
Strategic Business Expansion

Management Oversight

Regulatory Supervision

Why BFSI Program Management is Distinctive

REQUIRES MULTIDIMENSIONAL FLUENCY



INFORMATION
TECHNOLOGY

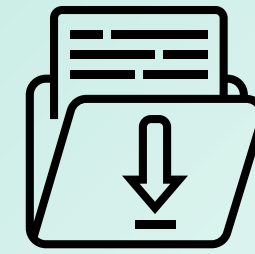


BUSINESS &
REVENUE



REPORTING &
AUDITS

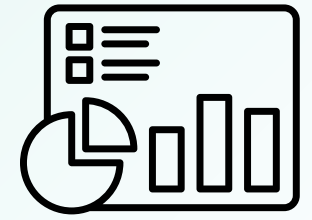
NOT JUST A SIMPLE PMO WITH



TRACKERS

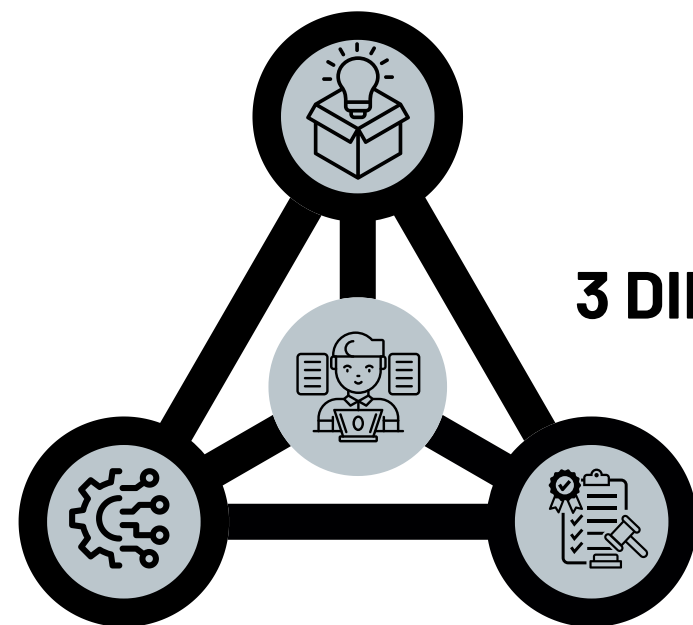


MEETINGS



DASHBOARDS

But real-time decision-making Across

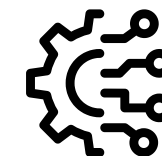


3 DIMENSIONS



Product & Business

Lending Logic, Credit Models, Transactions
Margins, Journeys



Tech Stacks

LOS, CBS, APIs, Fintech Middle Layers.



Regulations

RBI Compliance, KYC/AML, Audit Readiness

The Triad of Capabilities for BFSI Program Excellence

BUSINESS & PRODUCT ACUMEN

Grasp of BFSI products, value drivers, and regulatory nuances to enable targeted transformation.

DIGITAL & TECHNOLOGY FLUENCY

Ability to align complex tech landscapes with business outcomes through deep system fluency.

PROGRAM MANAGEMENT DISCIPLINE

Execution anchored in governance, compliance, and cross-stakeholder alignment for BFSI success.

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Why It Matters?

Program leaders must possess a deep understanding of BFSI products to ensure that transformation initiatives align with value drivers and compliance mandates.

Key Elements



Product Knowledge

- Lending, payments, insurance, wealth, and cards
- Lifecycle understanding from origination to closure



Value Creation Drivers

- Revenue streams, risk models, customer segmentation, pricing dynamics



Compliance & Risk Alignment

- Regulatory thresholds, credit & operational risk, underwriting logic



Customer Journey Insight

- Mapping onboarding, servicing, and grievance redressal journeys
- Identifying friction points and drop-offs

Impact

Enables strategic prioritization of digital efforts

Aligns business value with digital investments

Improves adoption through customer-centric design

Helps in Faster Decision Making and risk assessment as a PMO

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Why It Matters?

Technology is the enabler of every digital initiative. Leaders must translate business needs into architectural decisions and navigate complex tech ecosystems.

Key Elements



System Landscape Awareness

- Core banking, LOS, LMS, CRM, credit bureaus, KYC providers, UPI, etc.
- Cloud vs. on-premise decisions and their implications



Integration & Interoperability

- API orchestration across internal and third-party platforms
- Managing latency, security, and data flow consistency



Cybersecurity & Data Governance

- Encryption standards, consent management, privacy compliance (e.g., RBI's digital lending norms)



Fintech & Partner Tech Stacks

- Understanding vendor architectures and integration models
- Managing sandbox to production transitions

Impact

Reduces technical debt and integration delays

Ensures regulatory-compliant, scalable architectures

Bridges the gap between tech teams and business stakeholders

Helps in curating the solutions for the Technology dependencies

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Program Management Discipline

Why It Matters?

Execution in BFSI is high-stakes. It must accommodate stringent compliance, diverse stakeholders, and operational complexity—while delivering value on time.

Key Elements



Governance Frameworks

- Steering committees with risk, business, and technology inputs
- Embedded compliance checkpoints and audit trails



Stakeholder Alignment

- Coordinating across risk, compliance, legal, IT, operations, and external partners
- Managing decision latency and ownership clarity



Agile & Adaptive Delivery

- Iterative rollouts, sprint cadences aligned with compliance schedules
- Change request management and communication plans



Vendor & Ecosystem Management

- Clear SLAs, escalation paths, and RACI structures
- Onboarding and managing fintechs, IT vendors, consultants

Impact

De-risks delivery through structured execution

Builds confidence among internal and external stakeholders

Improves agility without compromising compliance

Helps in breaking complexities into actionables

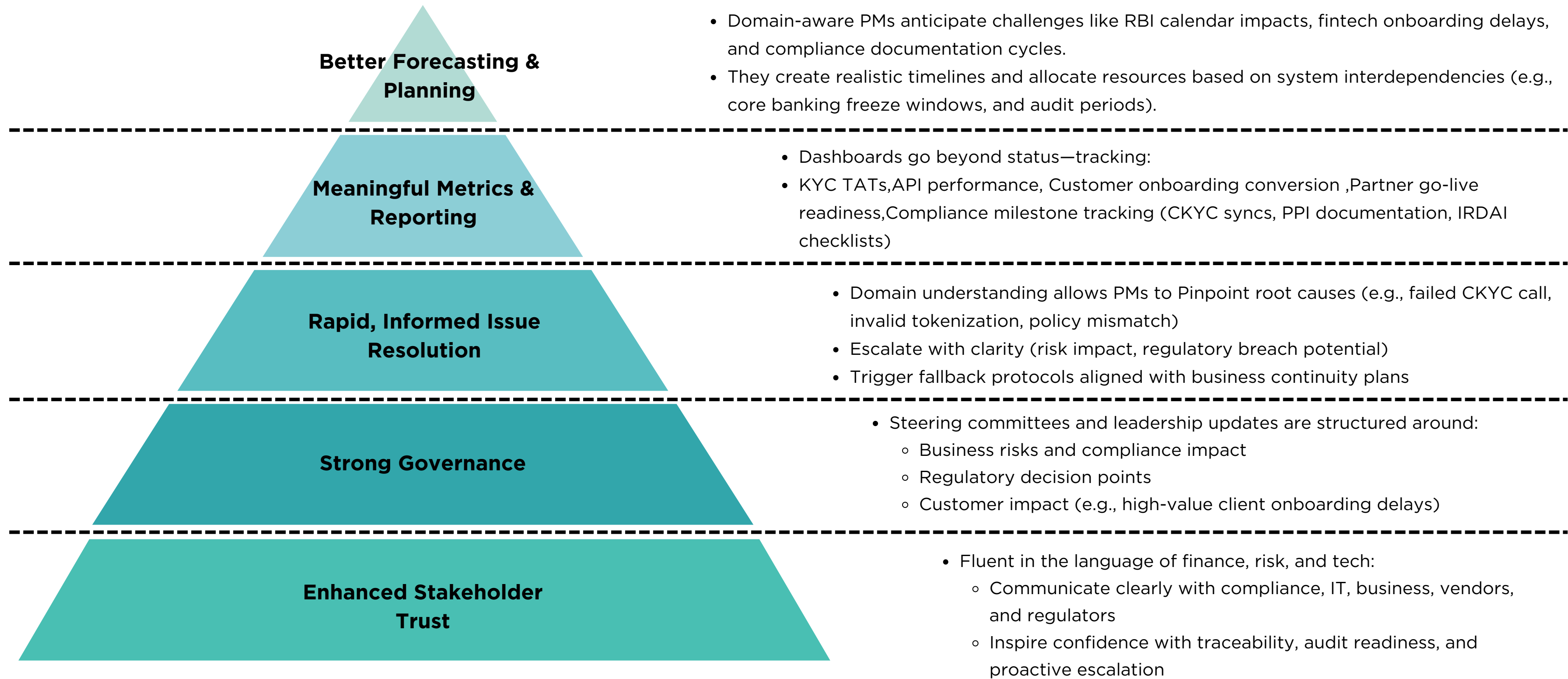
UNLOCKING GREATER VALUE WITH CONTEXTUAL PROGRAM MANAGEMENT



Translating Domain Context into Execution Excellence



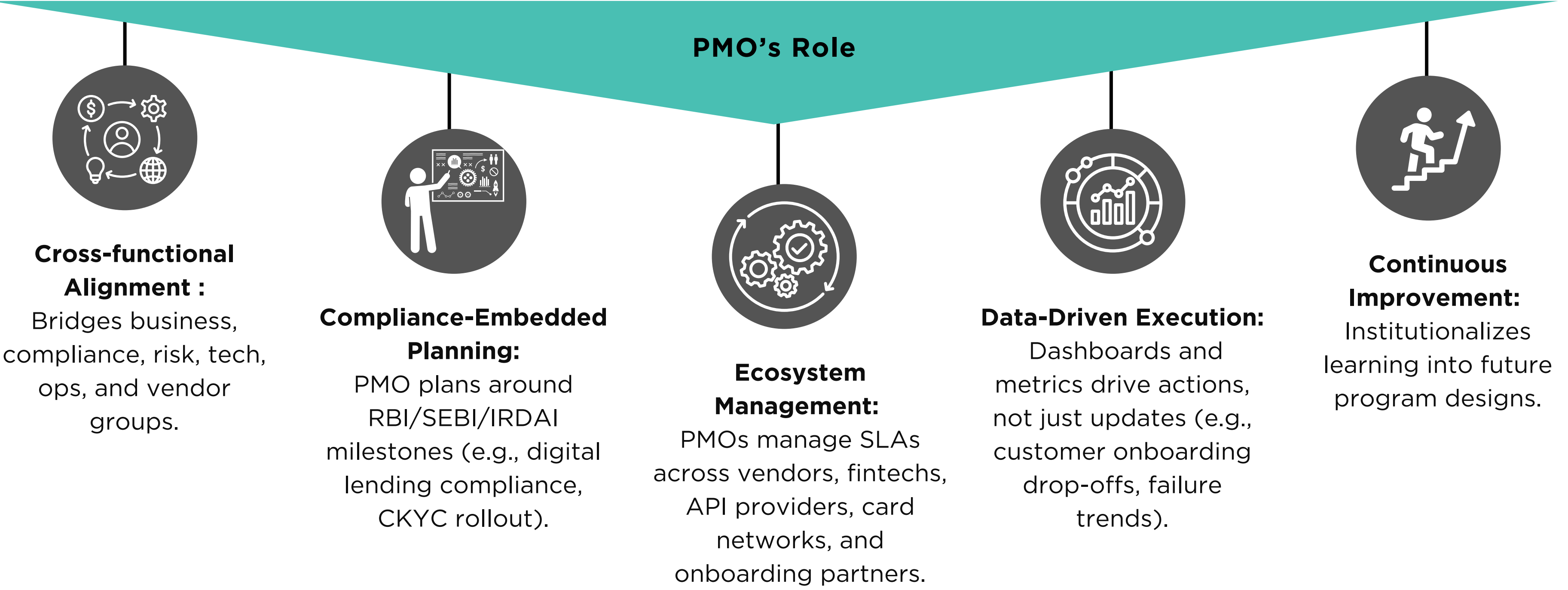
PMO Persona



PMO 2.0 – From Task Tracker to Strategic Operator



The modern PMO is no longer reactive—it’s a central enabler of strategy, compliance, and delivery.



5 Pillars of BFSI Program Success

Strategic Governance

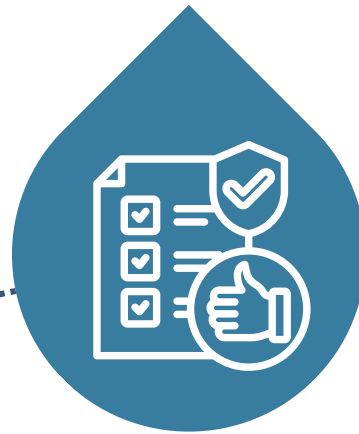
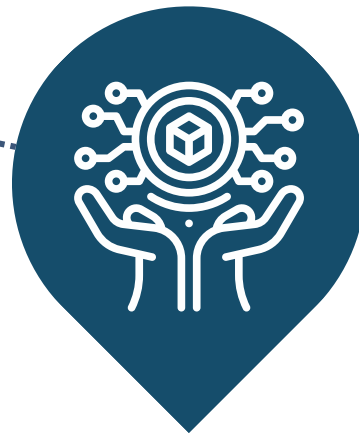
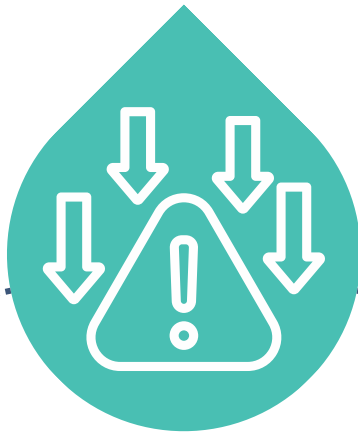
- Decision-making bodies that balance business outcomes with regulatory obligations.
- Structured cadence with steercos, audit review boards, risk alignment councils.

Proactive Risk Control

- Live risk registers updated with evolving threat intelligence.
- Risk classification aligned to product lifecycle (e.g., onboarding vs. servicing).

Culture of Agility with Compliance

- Agile ceremonies adapted for BFSI—retros, demos, PI planning with compliance as a stakeholder.
- Feedback loops with compliance, fraud, and customer care teams to prevent downstream issues.



Context-Rich Reporting

- Dashboards that integrate operational KPIs with compliance metrics.
- Custom views for regulators, business heads, IT leaders, and risk teams.

SLA Ownership Across Ecosystem

- Clearly defined inter-party SLAs across card networks, PSPs, tech vendors.
- Continuous SLA tracking and escalation paths in case of breach.

Thank You