

Burgan Bank's employee-focused digitalization investments ongoing

Burgan Bank, stepping forth with its boutique banking solutions, is continuing its investments in Information Technologies area. Positioning its employees not as the object, but as stakeholder of transformation, and converting its software teams into product teams, the Bank is turning these teams into autonomous organisation units authorised to determine their own goals themselves.

Burgan Bank, offering new generation banking services with its technology-focused investments, is continuing its transformation attacks in information technologies area. Going towards a product-focused organisation structure allowing the employees to use initiative, the Bank comes to the forefront with its innovative steps taken particularly in Human Resources and digitalization areas.

Stating that the year 2021 was extremely dynamic and productive for Burgan Bank Information Technologies, **Darço Akkaranfil, Burgan Bank Deputy General Manager – Information Technologies**, says: *“We are acting with an approach focused on needs and demands of our employees and positioning them not as the object, but as stakeholder of transformation. The candour and friendliness in working atmosphere and business relations pave the way for an environment of freedom wherein employees may establish open communications and clearly express and transmit their feedbacks to everyone on all occasions. Our working atmosphere represents our most important advantage. Our employee focused digitalisation investments will be continued also in the year 2022.”*

“2021 was a rather intensive and productive year.”

Expressing that they have completed the year 2021 with an intensive agenda in tandem with digitalisation objectives of Burgan Bank, **Akkaranfil** listed the projects implemented in line with digitalisation objectives as follows:

“We, as Burgan Bank Information Technologies, have managed to introduce our digital banking brand ON to the banking sector as the most important project of us in the year 2021. In addition, eKYC (Know Your Customer) is also put into service as an identification and authentication system in electronic environment. We integrated into 7/24 money transfer system FAST and Kolas. Through new cooperation systems created, total number of invoice payment points increased from 33 to 169. While renewing our corporate website on one side, we at the same time introduced our new card system. We put into practice 7/24 fund trade. We started to automate the operational processes in our software processes. Through this automation, we intend to allow our employees in technology team to use their time for more creative works.”

“We shifted to product-focused organisation model.”

Stating that in product-focused organisation structure has also come to the fore among Burgan Bank’s digitalisation and IT investments in 2021, **Darço Akkaranfil** continued to say: *“Through product-focused organisation model, we converted our software teams into product teams. We equipped these teams with freedom in giving direction to vision of their own products and in determining their own goals themselves. We started to implement the Agile Portfolio Management process. Furthermore, by setting forth information technologies goals and objectives fit to the strategy of our bank, we organised autonomous organisation units authorised to determine their own goals themselves in order to achieve the aforesaid objectives.”*

“We are always supporting the development of our employees.”

Reporting that they are supporting the continuous development of their employees in technology, infrastructure, service quality, speed and customer satisfaction headings towards the vision of Burgan Bank Information Technologies to be the best in its field, **Akkaranfil** completed his words as follows: *“In order to make the business-personal life balance of our employees healthier, we shifted into hybrid working models by also taking the new conditions and circumstances into consideration. We are at all times supporting the development of our employees. We identified our existing competences and the competences needed by our teams. Then, using the deficit of competences, we started to determine our recruitment and development needs. We are going to keep our competences in a strategic position in order to further develop the ‘upskilling’ and ‘reskilling’ mechanisms used for management of deficit of skills which has almost become a global need.”*

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