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COURSE BROCHURE

# Fintech Use Case Inventory for Bank Staff Training Course

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Registered in the United Kingdom and Saudi Arabia

# Fintech Use Case Inventory for Bank Staff Training Course

**Ref:** 2468_93356 **Date:** 5 – 9 September 2027 **Location:** Dubai **Fees:** 4600 GBP

Fintech Use Case Inventory for Bank Staff is a 1-week training course for non-technical bank and finance staff who need a plain-language grasp of payment rails, lending platforms, digital identity, insurtech and wealthtech, and who leave with a fintech use-case inventory for one business unit. Customers now expect instant, app-led services, so every branch, product and operations team must recognise where digital tools fit. Jupiter Prime Training delivers this course.

## Why Fintech Use Case Inventory Matters Now

Three forces shape this subject today: customers who compare their bank with app-first rivals, partners that plug lending and payment features into retail and telecom journeys, and supervisors who expect boards to understand the technology behind new products. A unit that can name its candidate use cases, rank them and explain them to risk colleagues moves faster and avoids costly false starts. The course rests on plain business-capability mapping and customer-journey analysis rather than vendor marketing.

## Who Gains Most from Fintech Use Case Inventory

- Branch and relationship staff who explain digital channels and app features to retail and small-business customers
- Credit and lending officers who meet online origination, alternative scoring and embedded loan offers
- Operations and payments staff who handle transfers, cards, wallets and reconciliation exceptions
- Compliance, onboarding and fraud staff who rely on electronic identity checks and transaction screening
- Finance, insurance and investment support staff who see bancassurance and digital advice tools arrive

A business unit gains most when its front-line, operations and control staff attend together and build one shared list of opportunities.

## Fintech Use Case Inventory Capabilities

Participants describe each fintech family in everyday banking language and judge where it fits their unit.

- Explain how card, account-to-account and instant payment rails move value — customer queries and complaint handling
- Compare digital lending platform models and their data inputs — credit appetite discussions
- Describe electronic identity verification and onboarding steps — fraud and customer due diligence choices
- Assess insurtech and wealthtech features against customer needs — product and cross-selling priorities
- Score candidate use cases on value, effort and risk — unit leadership funding decisions
- Communicate a shortlist of opportunities in plain language — risk, technology and business sponsors

## Key Fintech Use Case Inventory Terms

- Payment rail — the network and rules that carry money between accounts, such as card schemes or instant transfer systems.
- Embedded finance — banking or lending features offered inside a non-bank app or checkout at the moment of need.
- Electronic know-your-customer — verifying a customer's identity remotely using documents, biometrics and trusted data sources.
- Insurtech — technology that changes how insurance is priced, sold, serviced or claimed, often through apps and usage data.
- Robo-advice — automated investment guidance that builds and rebalances a portfolio from a customer's goals and risk answers.
- Use case — a specific customer or business problem paired with the technology feature that could solve it.

## Fintech Use Case Inventory Day by Day

## Day 1: The Fintech Landscape Around a Bank

- Fintech Family Map — Where New Entrants Touch Bank Customers
- Customer Expectation Shifts — Which Services Feel Slow or Costly
- Bank, Fintech and Big Tech Roles — Compete, Partner or Supply
- Application Programming Interface Basics — How Apps Share Account Data
- Plain-Language Glossary Building — Shared Words for Business Conversations

## Day 2: Payment Rails and Digital Wallets

- Card Scheme Flow — Authorisation, Clearing and Settlement Steps
- Instant Account-to-Account Transfers — Speed Versus Fraud Exposure
- Mobile Wallets and Tokenised Cards — Retail Checkout Choices
- Merchant Acquiring and Quick Response Code Payments — Small-Business Service Offers
- Cross-Border Remittance Corridors — Cost and Transparency for Senders

## Day 3: Digital Lending and Identity

- Online Loan Origination Journey — Approval Time and Drop-Off Points
- Alternative Credit Data — Thin-File Customers and Fair Treatment
- Buy Now Pay Later Mechanics — Affordability and Collections Questions
- Electronic Identity Verification — Onboarding Speed Versus Impersonation Risk
- Consent and Data Sharing — Customer Trust and Privacy Expectations

## Day 4: Insurtech, Wealthtech and Risk Questions

- Usage-Based and Parametric Insurance — Bancassurance Product Fit
- Digital Claims Handling — Customer Experience and Leakage Control
- Robo-Advice and Fractional Investing — Mass-Market Savings Offers
- Third-Party Provider Due Diligence — Outsourcing and Resilience Questions
- Fraud Typologies in Digital Channels — Controls Front-Line Staff Notice

## Day 5: Practising the Use-Case Inventory

- Pain-Point Harvesting From Customer Journeys — Candidate Use Case Long List
- Value, Effort and Risk Scoring Grid — Ranking the Long List
- Payment, Lending and Identity Use Case Cards — Applying Earlier Days
- Sponsor and Control Owner Mapping — Who Signs Off Each Idea
- Business Unit Inventory Assembly — Shortlist Ready for Leadership Review

## Applying Fintech Use Case Inventory After the Course

- Run a one-hour pain-point session with colleagues and add the results to the use-case long list using the scoring grid.
- Present the top three use case cards to the unit head with their sponsor, control owner and first customer test.

## Fintech Use Case Inventory Questions FAQ

### What is a fintech use case inventory and why does it matter now?

A fintech use case inventory is a ranked list of customer or business problems matched to payment, lending, identity, insurance or investment technology. It matters now because customers compare banks with app-first rivals, and units need a clear, shared view before spending on tools.

### Which roles gain most from fintech use case inventory skills?

Front-line, credit, operations, onboarding and finance support staff gain most from fintech use case inventory skills. They hear customer frustrations first and spot practical opportunities.

## How does a fintech use case inventory course differ from a fintech strategy course?

A fintech use case inventory course builds plain-language foundations and a unit-level list of opportunities for non-technical staff. A strategy course works at executive level on partnerships, investment and competitive positioning.

## What do you bring back from fintech use case inventory training?

You bring back a scored fintech use case inventory for your own business unit and a scoring grid you can reuse whenever a new tool is proposed.

## Fintech Use Case Inventory: The Way Forward

The fintech use-case inventory gives a business unit its first evidence-based shortlist of digital opportunities. Its first decision is which one or two use cases deserve a small customer test. Unit heads, sponsors and control owners use it together. After that first test, revisit the scoring grid, because customer response often changes the ranking.