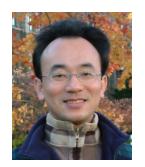
金融科技



FinTech: Financial Technology

Fintech 金融科技商業模式創新 (Fintech Business Models Innovation)

1052FinTech05 MIS EMBA (M2263) (8595) Fri, 12,13,14 (19:20-22:10) (D409)



Min-Yuh Day 戴敏育 Assistant Professor 專任助理教授

Dept. of Information Management, Tamkang University

淡江大學 資訊管理學系



Tamkang

University

淡江大學

課程大綱 (Syllabus)

```
週次 (Week) 日期 (Date) 內容 (Subject/Topics)
  2017/02/17 Fintech 金融科技課程介紹
              (Course Orientation for Fintech: Financial Technology)
              Fintech 金融科技的演進:貨幣與金融服務
  2017/02/24
              (Evolution of Fintech: Money and Financial Services)
              Fintech 金融科技:金融服務科技創新
  2017/03/03
              (Fintech: Technology Innovation in Financial Services)
  2017/03/10
              Fintech 金融科技與金融服務價值鏈
              (Fintech and Financial Services Value Chain)
              Fintech 金融科技商業模式創新
  2017/03/17
              (Fintech Business Models Innovation)
  2017/03/24 Fintech 金融科技個案研究 I
              (Case Study on Fintech I)
```

課程大綱 (Syllabus)

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週次 (Week) 日期 (Date) 內容 (Subject/Topics)
              金融服務消費者心理與行為
  2017/03/31
               (Consumer Psychology and Behavior on Financial Services)
  2017/04/07 教學行政觀摩日 (Off-campus study)
  2017/04/14 區塊鏈技術
9
               (Blockchain Technology)
               [Invited Speaker: Dr. Raymund Lin, IBM (林俊叡 博士,IBM)]
               期中報告 (Midterm Project Report)
   2017/04/21
10
               Python Pandas財務大數據分析
    2017/04/28
11
                (Finance Big Data Analytics with Pandas in Python)
                人工智慧與深度學習金融科技
    2017/05/05
                (Artificial Intelligence and Deep Learning for Fintech)
```

課程大綱 (Syllabus)

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週次 (Week) 日期 (Date) 內容 (Subject/Topics)
   2017/05/12 Fintech 金融科技個案研究Ⅱ
               (Case Study on Fintech II)
               金融科技財富管理:機器人理財顧問
   2017/05/19
14
               (Robo-Advisors for Wealth Management in Fintech)
               投資組合最佳化與程式交易
   2017/05/26
               (Portfolio Optimization and Algorithmic Trading)
               金融科技智慧問答系統
   2017/06/02
16
               (Intelligent Question Answering System for Fintech)
               期末報告 I (Final Project Presentation I)
   2017/06/09
17
   2017/06/16 期末報告 II (Final Project Presentation II)
18
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Fintech **Business Models** Innovation

The Future of Financial Services

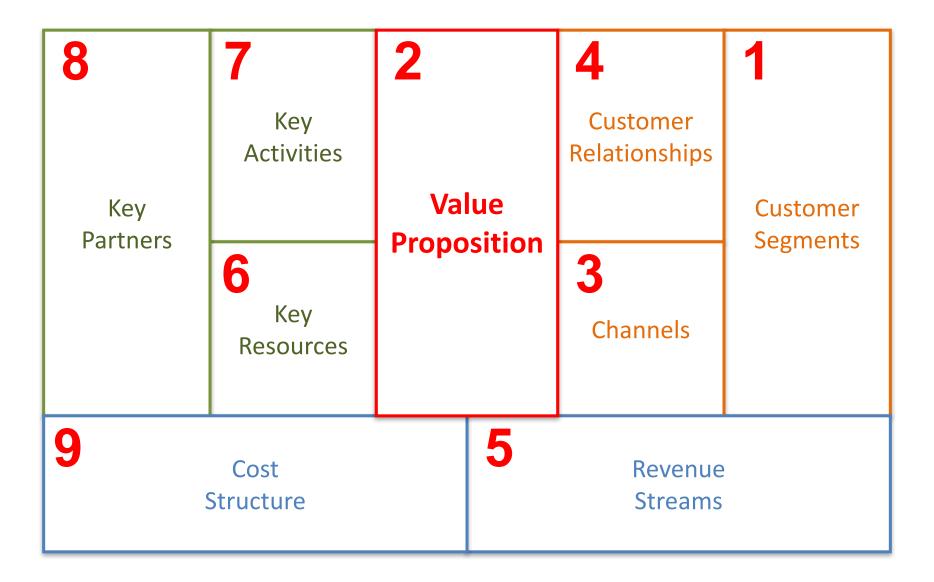




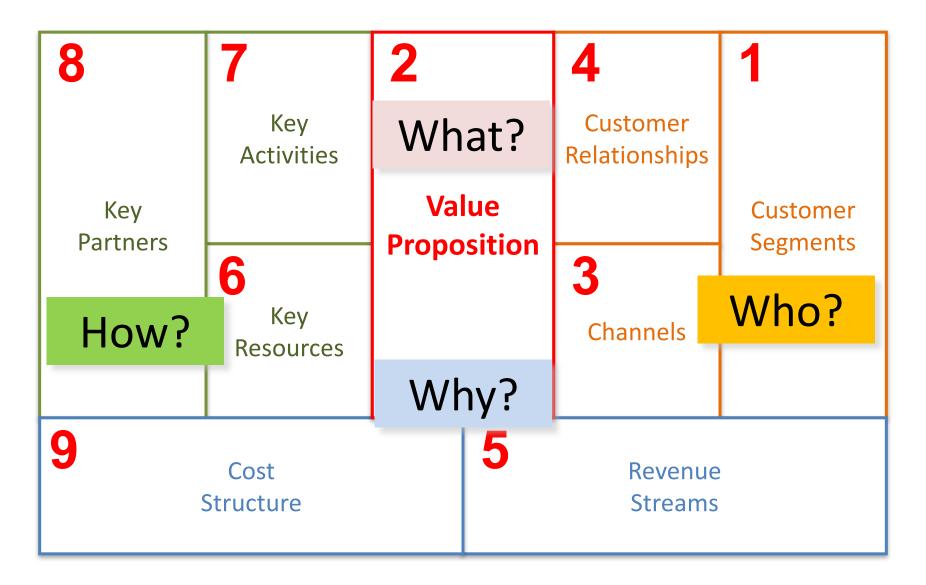
Business Model

Value

Business Model



Business Model



Business Model of Banking companies

Key Partners	Key Activities	Value Pro	positions	Re	lationships	Customer Segments	
	Branch Operations				Personal assistance		
Investments partners Technology vendors	Call center operations	Denosit (Products	Automation where possible		Retail and Corporate Customers (Depositors)	
	IT Operations	(Lower	Deposit Products (Lower Interest Rates)				
	Key Resources	Loan Products		(Channels		
Regulatory Agencies	Physical and IT Infrastructure			Bank Branches, ATMs, Call centers, Internet, Mobile Devices		Corporate Customers (Borrowers)	
	Loan Assets						
	Cost Structure			Revenue Streams			
Interest Expenses	Channel Costs		Interest Income Fee Income				

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VISA – Leader in Global Payments Industry

Key Partners	T	Key Activities		Value Propositions		Re	Relationships		Customer Segments	
		Payments Netw Managemen		Daymant	Donadorat					
		Transaction Processing		Platforms progran	Payment Product Platforms for card programs and cashless payments				Financial Institutions (Issuers)	
Technology Alliances		Value-added Services	i	paym					Financial Institutions (Acquirers)	
Commercial	١ſ	Key Resources		Convenience, Security, Rewards			Channels			
Partners	1	Payment Produ Platform	cts	associat card pay		(FIF	ponsorships FA World cup, Olympics)		Card Holders	
		VISA Brand		Improved Custo	omer	TV ads,			Merchants	
				Conver	nience		radeshows, onferences			
	Cost Structure			Revenue Streams						
Personnel		Network, EDP, & Brand Communications Promotion		Services Data Processir Revenues Revenues		ng	International Revenues			
Litigations Provision										

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Business Models Innovation

Why Business Model Innovation

Target Market

Revenue Mechanism

Value Proposition

Value Network (Ecosystem)

Value Chain

Competitive Strategy

Business Model Innovation

Adding new activities

Linking activities in novel ways

Changing one or more parties that perform any of the activities

Business Model Innovation

1

What customer
needs will the
new business
model address?

2

What **novel activities**could help satisfy
those needs

5

How will value be created for each stakeholder?

How could the activities be linked in novel ways?

4

What should perform the activities?
What novel governance arrangements can be found?

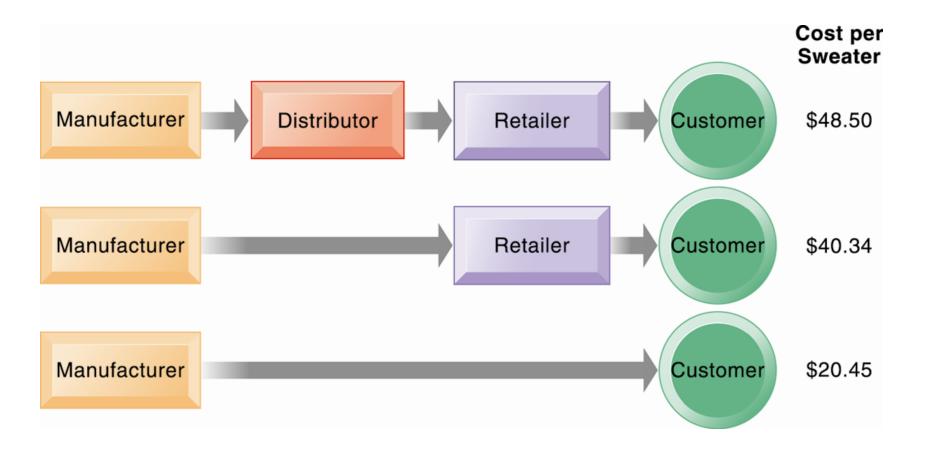
6

What revenues
models can be
adopted to
complement the
business model?

Effect of the Internet on the Marketplace

- Reduces information asymmetry
- Offers greater flexibility and efficiency because of:
 - Reduced search costs and transaction costs
 - Lower menu costs
 - Greater price discrimination
 - Dynamic pricing
- May reduce or increase switching costs
- May delay gratification: effects dependent on product
- Increased market segmentation
- Stronger network effects
- More disintermediation

The Benefits of Disintermediation to the Consumer



Digital goods

- Goods that can be delivered over a digital network
 - For example: music tracks, video, software, newspapers, books
- Cost of producing first unit is almost entire cost of product
- Costs of delivery over the Internet very low
- Marketing costs remain the same; pricing highly variable
- Industries with digital goods are undergoing revolutionary changes (publishers, record labels, etc.)

Types of E-Commerce

- Three major types of e-commerce
 - Business-to-Consumer (B2C)
 - Example: BarnesandNoble.com
 - Business-to-Business (B2B)
 - Example: ChemConnect
 - Consumer-to-Consumer (C2C)
 - Example: eBay
- E-commerce can be categorized by platform
 - Mobile Commerce (m-commerce)

E-commerce Business Models

- 1. E-tailer
- 2. Transaction broker
- 3. Market creator
- 4. Content provider
- 5. Community provider
- 6. Portal
- 7. Service provider

E-commerce Revenue Models

- 1. Advertising
- 2. Sales
- 3. Subscription
- 4. Free/Freemium
- 5. Transaction Fee
- 6. Affiliate

Business Models of the Future

BUSINESS MODEL	DESCRIPTION	EXAMPLES
SUBSCRIPTION	Takes a product/service traditionally purchased on an ad hoc basis and locks in repeat customers by charging a subscription fee	NETFLIX, APPLE MUSIC
FREEMIUM	Users pay for product/service with their data rather than their money, then are charged to upgrade to a full offer	SPOTIFY, LINKEDIN, DROPBOX
FREE	Involves selling personal data or 'advertising eyeballs' harvested by offering consumers a free product/service	GOOGLE, FACEBOOK
MARKETPLACE	Provides a digital marketplace that brings together buyers and sellers in return for a transaction/placement fee or commission	eBAY, iTUNES, APP STORE, UBER, AIRBNB
ACCESS-OVER- OWNERSHIP	Provides temporary access to goods/services traditionally only available through purchase; includes 'sharing economy' disruptors	ZIPCAR, PEERBY, AIRBNB
HYPERMARKET	'Brand bombing' using sheer market power and scale to beat competition, often by selling below cost price	AMAZON, APPLE
EXPERIENCE	Disrupts by providing a superior experience, for which people are prepared to pay	TESLA, APPLE
PYRAMID	Recruits an army of resellers and affiliates who are often paid on a commission-only model	AMAZON, MICROSOFT, DROPBOX
ON-DEMAND	Monetises time and sells instant access at a premium; includes taking a commission from people with money but no time who pay for goods/ services delivered by people with time but no money	UBER, OPERATOR, TASKRABBIT
ECOSYSTEM	Sells an interlocking and interdependent suite of products/services that increase in value as more are purchased, creating consumer dependency	APPLE, GOOGLE

Source: Digital Intelligence Today, Syzygy/WPP 2015

Understanding Business Model

- Business Model
- Revenue Model

- Business Strategy
- Business Strategy and Information System Alignment

Definition of Business Model

A business model describes the rationale of how an organization creates, delivers, and captures value.

Definition of Business Strategy

A business strategy is

a long term plan of action designed to achieve a particular goal or set of goals or objectives.

Business

 "the activity of providing goods and services involving financial, commercial and industrial aspects." (WordNet 2.0)

Model

 "a simplified description and representation of a complex entity or process." (WordNet 2.0)

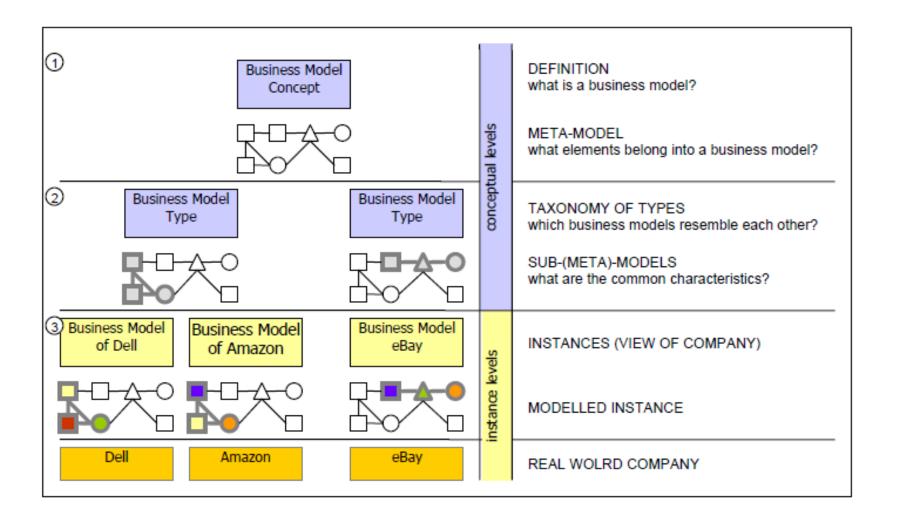
Business Model

- A business model is a conceptual tool containing a set of objects, concepts and their relationships with the objective to express the business logic of a specific firm.
- Therefore we must consider which concepts and relationships allow a simplified description and representation of what value is provided to customers, how this is done and with which financial consequences.

Occurrences of the Term "Business Model" in Scholarly Reviewed Journals

Year	In Title	In Abstract	In Keywords	in Full Text
2003	30	159	10	667
2002	22	109	2	617
2001	11	100	7	609
2000	16	67	1	491
1999	3	42	1	262
1998	1	19	0	128
1997	1	14	0	66
1996	0	14	0	57
1995	0	4	0	36
1994	0	2	0	18
1993	0	5	0	18
1992	0	2	0	15
1991	0	1	0	10
1990	0	4	0	7

Business Model Concept Hierarchy



Evolution of the Business Model Concept

activity list business describe business model business define & classify apply business model model elements model elements model concept business models components outcome definitions & "shopping list" components as reference models applications & taxonomies of components building blocks & ontologies conceptual tools Rappa [2001] Linder & Cantrell [2000] Afuah & Tucci [2001; Gordijn [2002] Magretta [2002] Osterwalder & Pigneur Timmers [1998] 20031 Amit & Zott [2001] Hamel [2000] [2002] Weill & Vitale [2001]

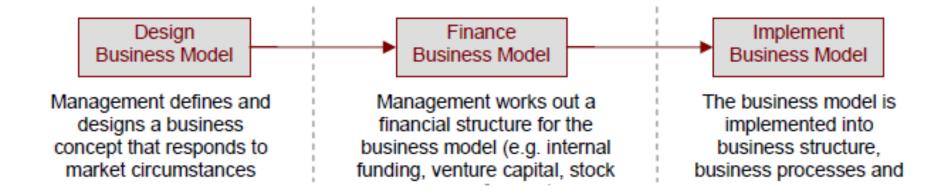
Business Model vs. Business Process Model

- Business Model
 - a view of the firm's logic for creating and commercializing value
- Business process model
 - how a business case is implemented in processes

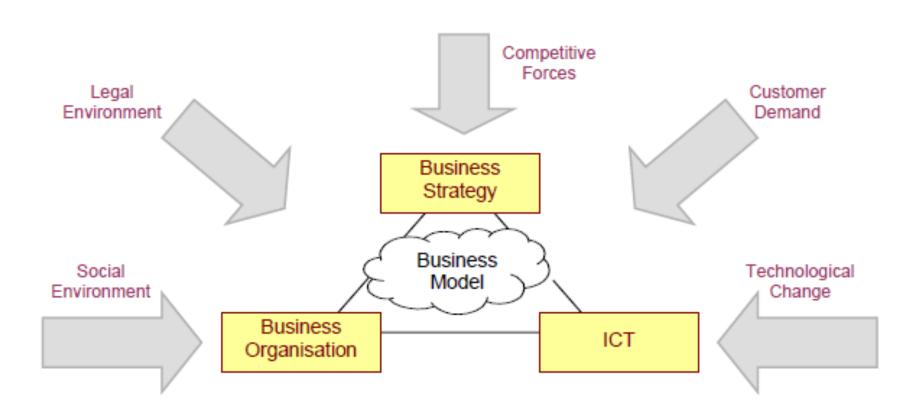
Business Model vs. Strategy

- Business Models
 - a system that shows how the pieces of a business fit together.
 - an abstraction of a firm's strategy
- Strategy
 - includes competition

Implementing Business Models



The Business Model's Place in the Firm



Nine Business Model Building Blocks

Pillar	Business Model Building Block	Description				
Product	Value Proposition	Gives an overall view of a company's bundle of products and services.				
	Target Customer	Describes the segments of customers a company wants to offer value to.				
Customer Interface	Distribution Channel	Describes the various means of the company to get in touch with its customers.				
	Relationship	Explains the kind of links a company establishes between itself and its different customer segments.				
	Value Configuration	Describes the arrangement of activities and resources.				
Infrastructure	Core Competency	Outlines the competencies necessary to execute the company's business model.				
Management	Partner Network	Portrays the network of cooperative agreements with other companies necessary to efficiently offer and commercialize value.				
Financial Aspects	Cost Structure	Sums up the monetary consequences of the means employed in the business model.				
i manda Aspects	Revenue Model	Describes the way a company makes money through a variety of revenue flows.				

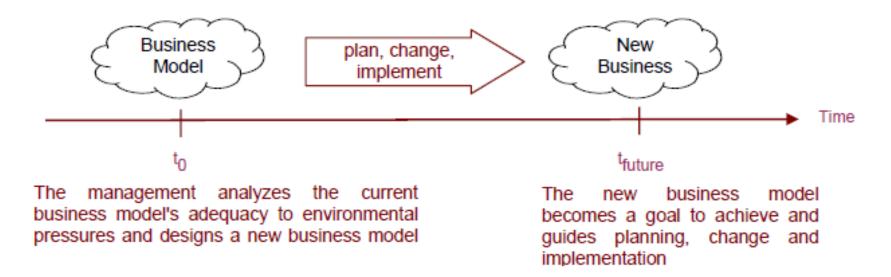
Domains Addressed in Business Models

Business model ontology	Stähler 2001	Weill and Vitale 2001	Petrovic, Kittl et al.	Gordijn 2002	Afuah and Tucci 2003	Tapscott, Ticoll et al. 2000	Linder and Cantrell 2000
Value Proposition	value proposition	Value Proposition, strategic objective	Value Model	Value offering	Customer Value		value proposition
Target Customer		Customer Segments		Market Segment	Scope		
Distribution Channel		Channels	Customer relations model				channel model
Customer Relationship			Customer relations model				commerce relationship
Value Configuration	Architecture		Production Mode	e3-value configuration	connected activities, value configuration	b-webs	commerce process model
Capability		Core competencies, CSF	Resource Model		capabilities		
Partnership	Architecture	e-business schematics		Actors	sustainability (team-up strategy)	b-webs	
Cost Structure				Value exchange	cost structure		
Revenue Model	Revenue Model	Source of revenue	Revenue Model	value exchange	pricing, revenue source		pricing model, revenue model

Domains Addressed in Business Models (cont.)

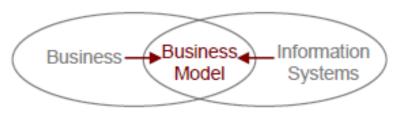
Business model ontology	Hamel 2000	Mahadevan 2000	Chesbrough and Rosenbloom 2000	Magretta 2002	Amit and Zott 2001	Applegate and Collura 2001	Maitland and Van de Kar 2002
Value Proposition	Product/market scope	Value stream	Value proposition	What does the customer value?	Transaction component	Product and Services offered	Value proposition, assumed value
Target Customer	Market scope		Market segment	Who is the customer?		Market opportunity	Market segment
Distribution Channel	Fulfillment & support, info & insight			How can we deliver value at an appropriate cost?		Marketing/sales model	
Customer Relationship	Relationship dynamics					Brand and reputation	
Value Configuration	Core processes	Logistical stream	Structure of the value chain		Architectural configuration	Operating model	
Capability	core competencies, strategic assets					Organization and culture, management model)	
Partnership	suppliers, partners, coalitions		Position in the value chain		Transaction component	Partners	Companies involved in creating value
Cost Structure			Cost structure	What is the underlying economic vale?			
Revenue Model	pricing structure	Revenue stream		How do we make money in this business		Benefits to firm and stakeholders	Revenue Model

Planning, Changing and Implementing Business Models



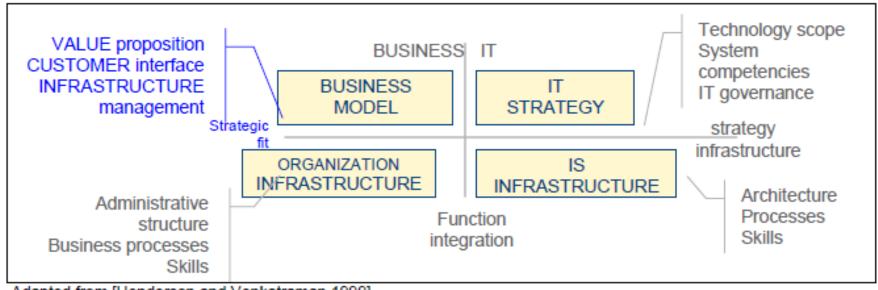
Business Strategy and Information Systems Alignment

Managers are aware of the use of Information Systems to realize goals, exploit opportunities and obtain competitive advantage



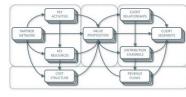
Information Systems support the company's business model and are targeted on areas that are critical to successful business performance

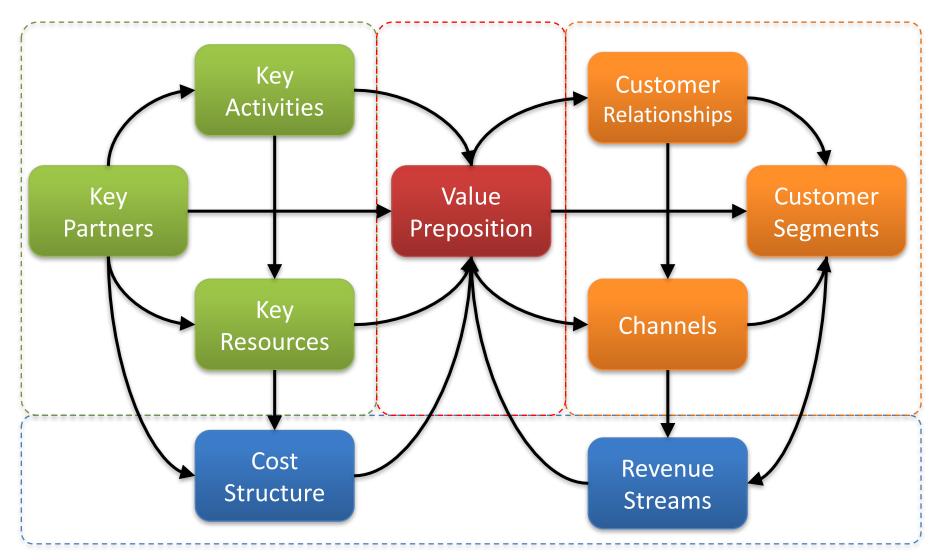
Business and IT/IS Alignment



Adapted from [Henderson and Venkatraman 1999]

Business Model Canvas

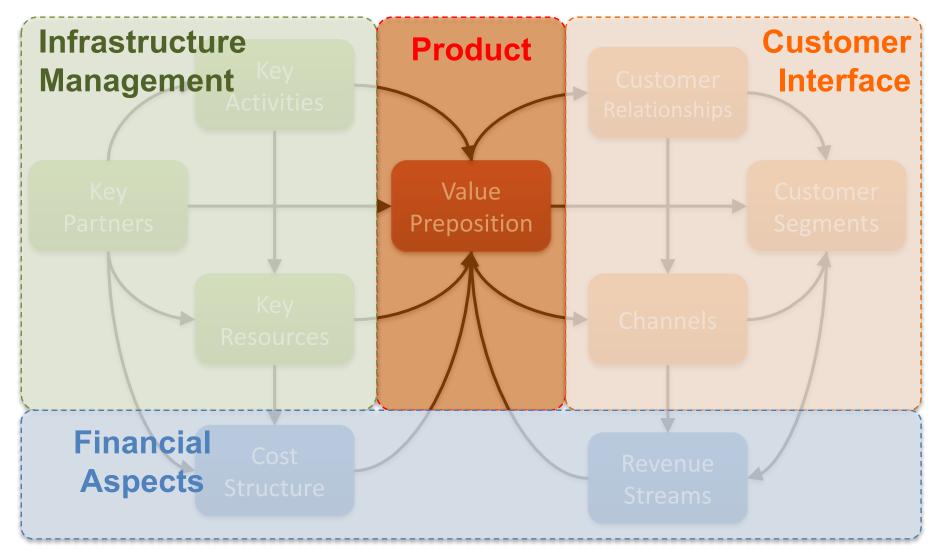




Source: http://nonlinearthinking.typepad.com/nonlinear_thinking/2008/07/the-business-model-canvas.html
https://www.youtube.com/watch?v=QoAOzMTLP5s

Business Model Canvas



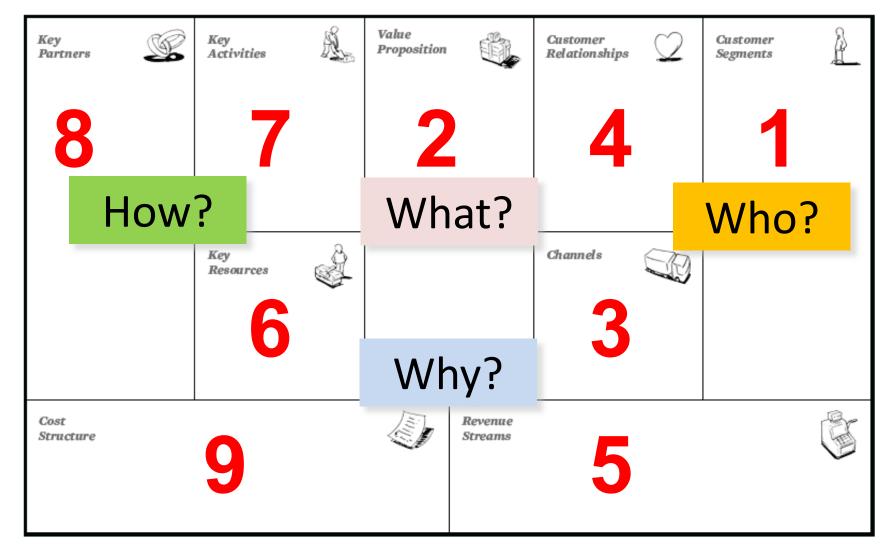


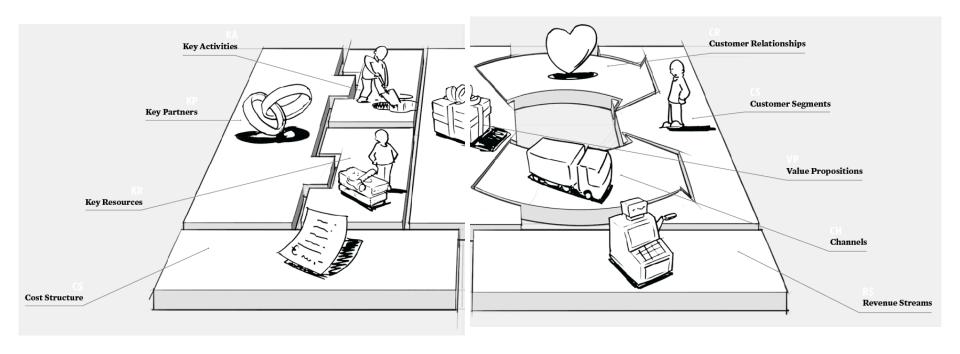
Source: http://nonlinearthinking.typepad.com/nonlinear_thinking/2008/07/the-business-model-canvas.html https://www.youtube.com/watch?v=QoAOzMTLP5s

Business Model Canvas Explained



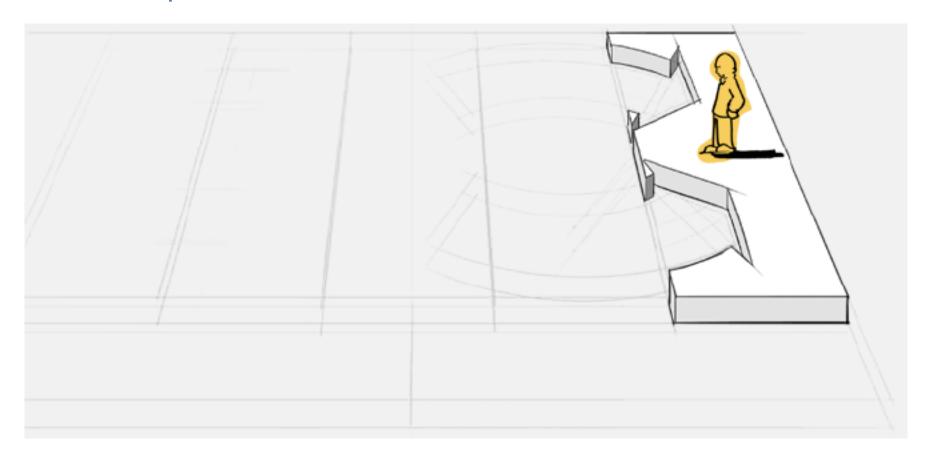
Key Partners	P	Key Activities	N.	Value Proposition		Customer Relationships	\bigcirc	Customer Segments	
8		7		2		4		1	
								•	
		Key Resources				Channels			
		6				3			
									- B
Cost Structure		9			Revenue Streams	5			
		J				J			





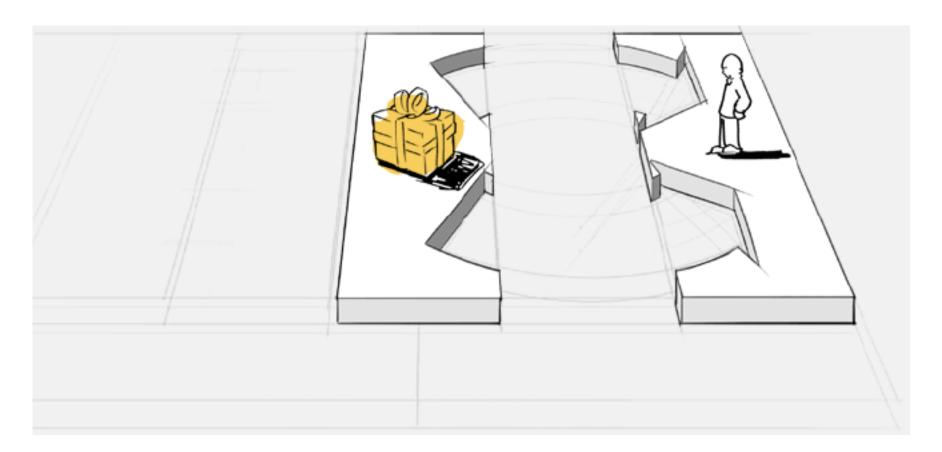
1. Customer Segments

Defines the different groups of people or organizations an enterprise aims to reach and serve



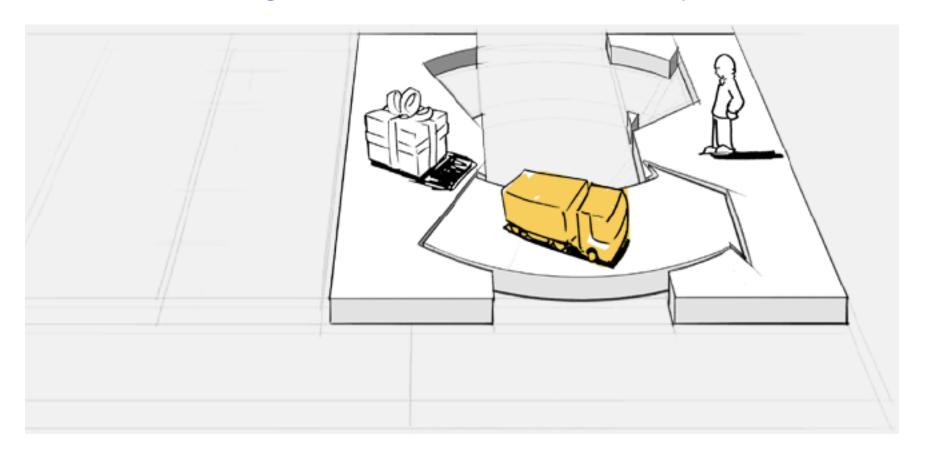
2. Value Propositions

Describes the bundle of products and services that create value for a specific Customer Segment



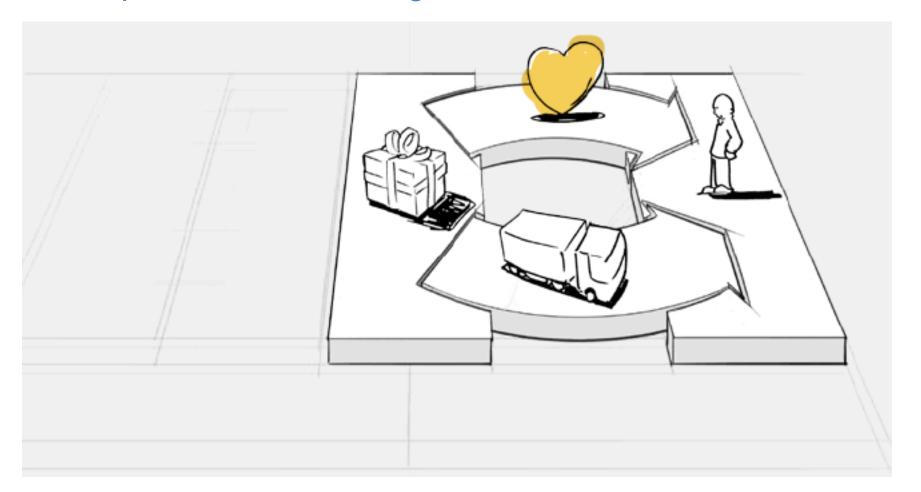
3. Channels

Describes how a company communicates with and reaches its Customer Segments to deliver a Value Proposition



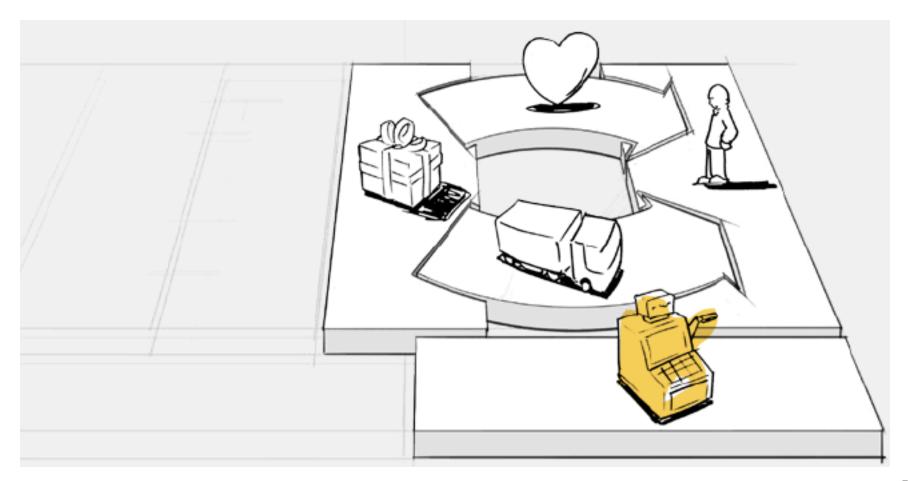
4. Customer Relationships

Describes the types of relationships a company establishes with specific Customer Segments



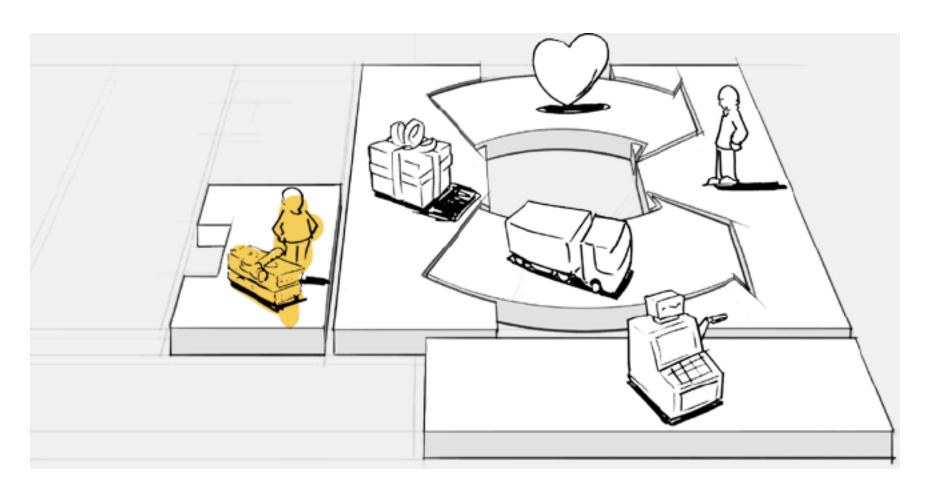
5. Revenue Streams

Represents the cash a company generates from each Customer Segment (costs must be subtracted from revenues to create earnings)



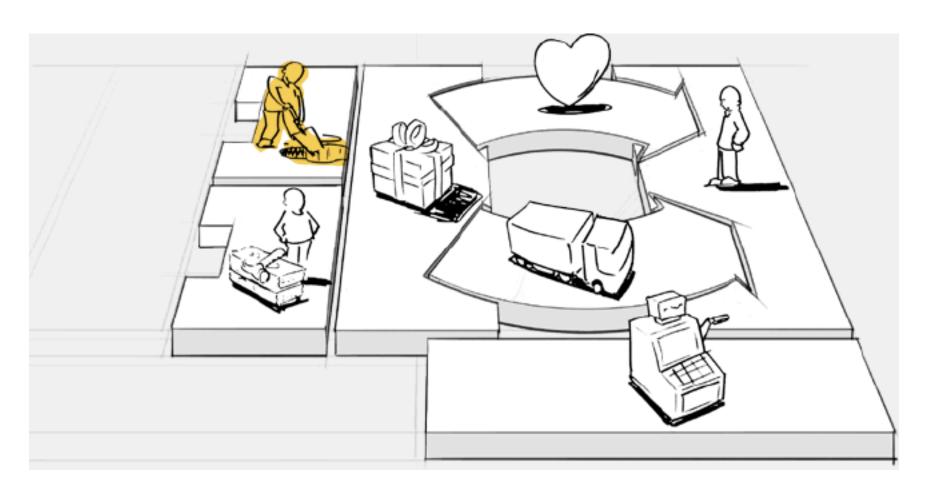
6. Key Resources

Describes the most important assets required to make a business model work



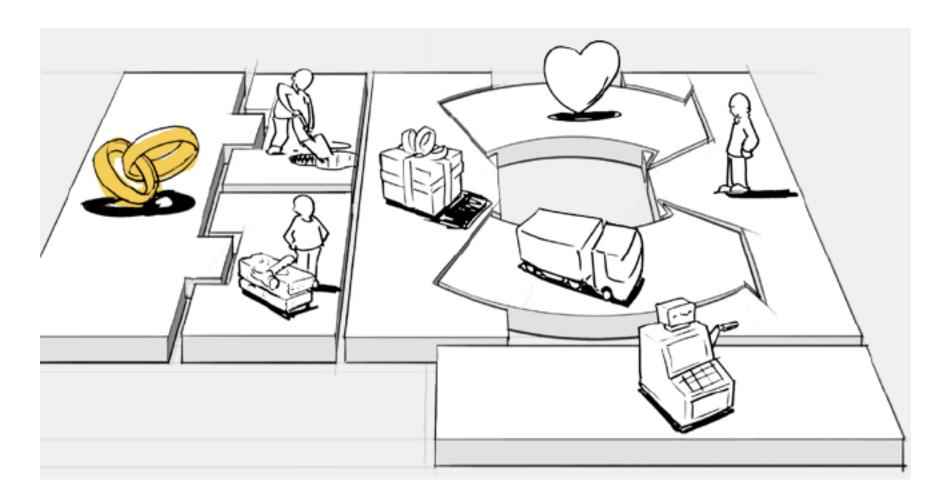
7. Key Activities

Describes the most important things a company must do to make its business model work



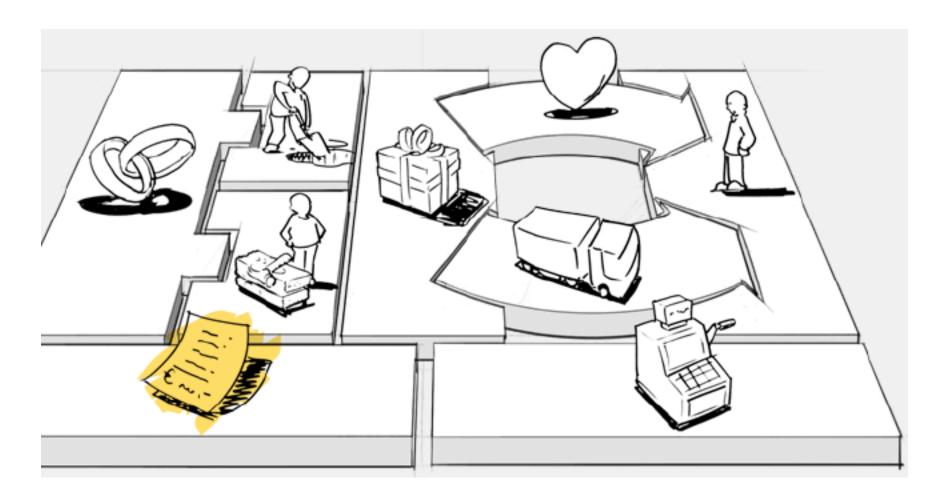
8. Key Partnerships

Describes the network of suppliers and partners that make the business model work



9. Cost Structure

Describes all costs incurred to operate a business model



1. Customer Segments

An organization serves one or several Customer Segments.

2. Value Propositions

 It seeks to solve customer problems and satisfy customer needs with value propositions.

3. Channels

 Value propositions are delivered to customers through communication, distribution, and sales Channels.

4. Customer Relationships

 Customer relationships are established and maintained with each Customer Segment.

5. Revenue Streams

 Revenue streams result from value propositions successfully offered to customers.

6. Key Resources

 Key resources are the assets required to offer and deliver the previously described elements...

7. Key Activities

— ...by performing a number of Key Activities.

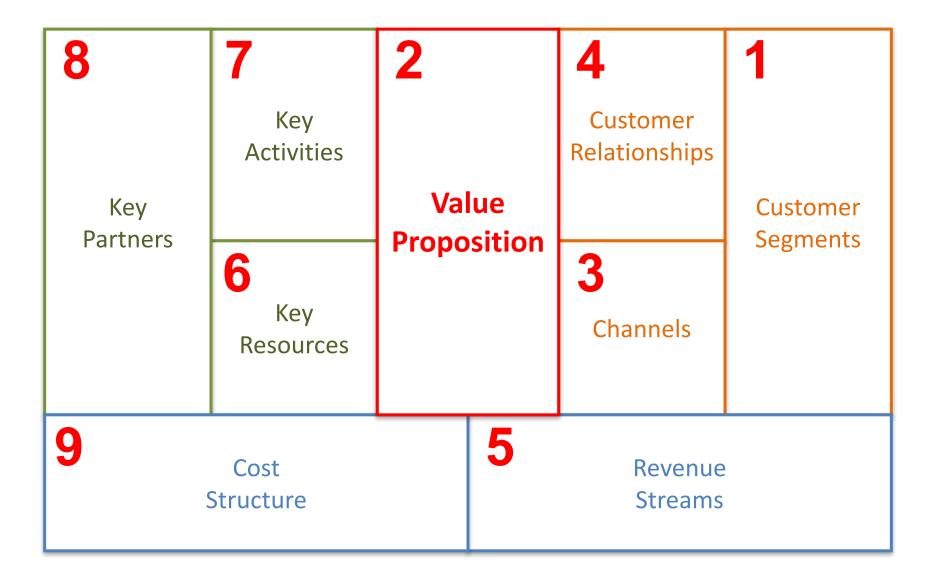
8. Key Partnerships

 Some activities are outsourced and some resources are acquired outside the enterprise.

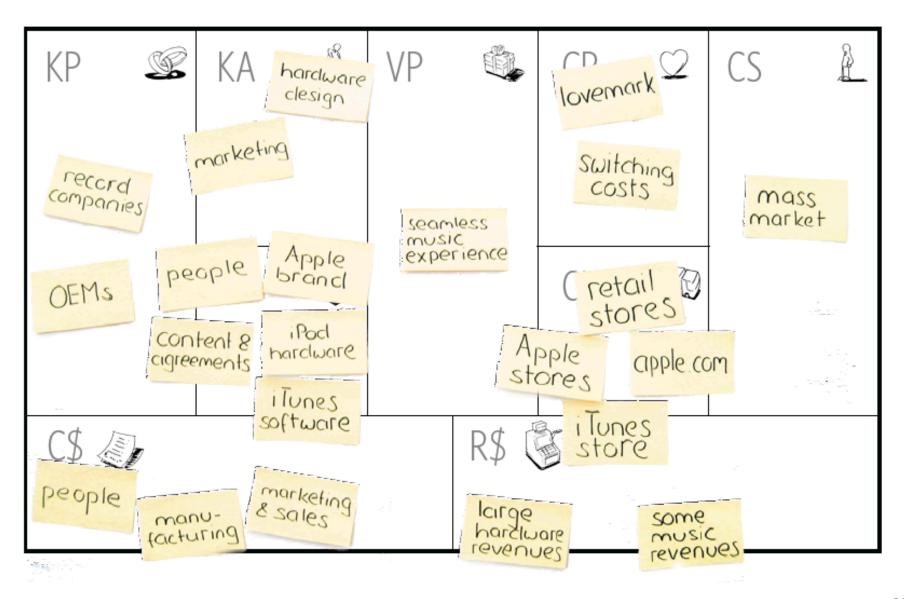
9. Cost Structure

The business model elements result in the cost structure.

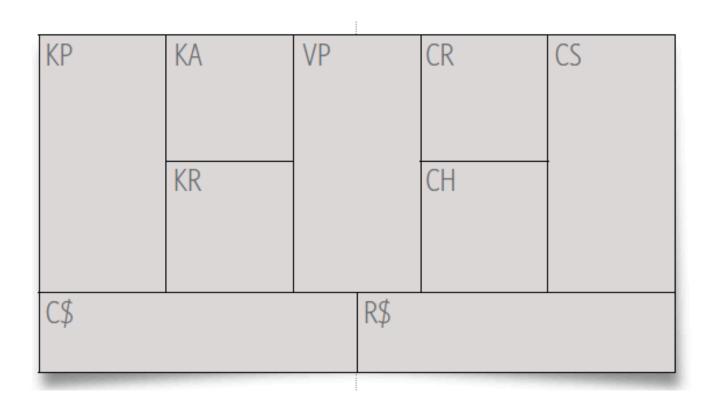
Business Model



Business Model Generation

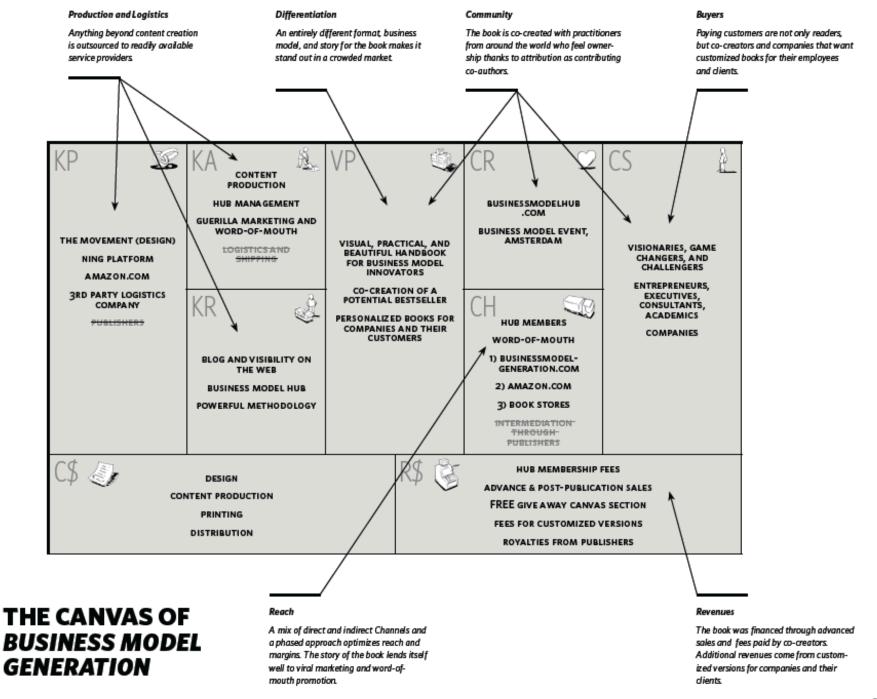


Business Model Generation



efficiency

value



Finance Business Model



Partners

Key Activities



Value Proposition



Customer Relationships

Customers

Retail

- Governments
- Credit-Card Issuers
- Mortgage Entities
- Loan Agencies

Investment

- Funds
- **Boutique Adviosry Firms**
- Lawyers, Accountants, etc

- Brand Expansion
- Service Extension
- Marketing & Education
- Back-end systems
- Network Building

Using BMi to shakeup the FINANCE industry.

- #Technology
- #Channels
- #Currency

A New-Era of Finance Enterprises

Retail

- Retail Branches
- Online Banking

Investment

- Investor Research
- Conferences and events

Channels

Branded Platforms

Retail Networks

Industry Events

Presentations

Retail

- Everyday Consumers
- High Net Worth Individuals
- Retail Investors

Investment

- High-Profile Businesses
- Institutional Investors
- Governments



Key Resources

- Brand
- Network
- Infrastructure
- Services











- Advisory and Capital Fees (Investment)

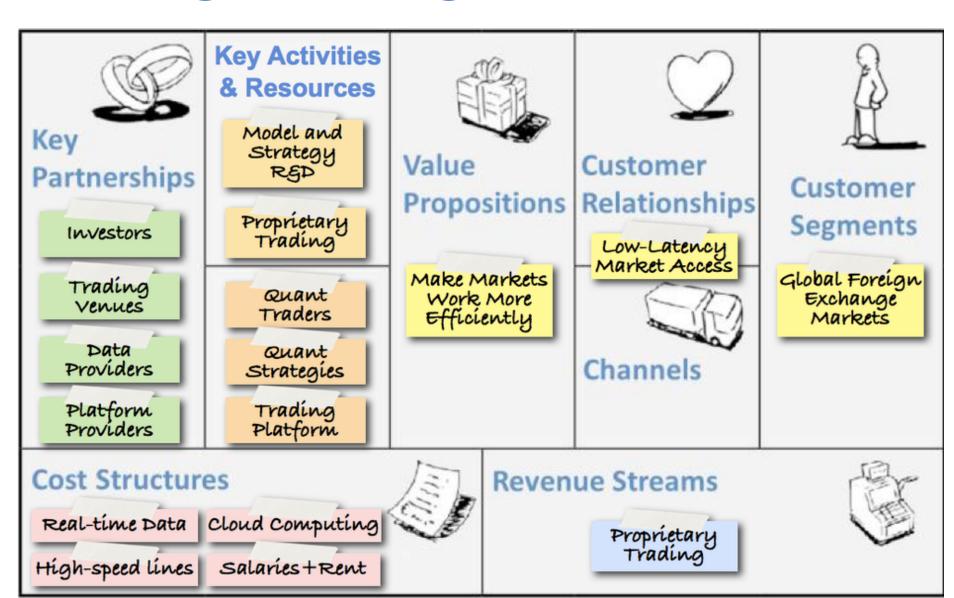
• Interest and Account Fees (Retail)



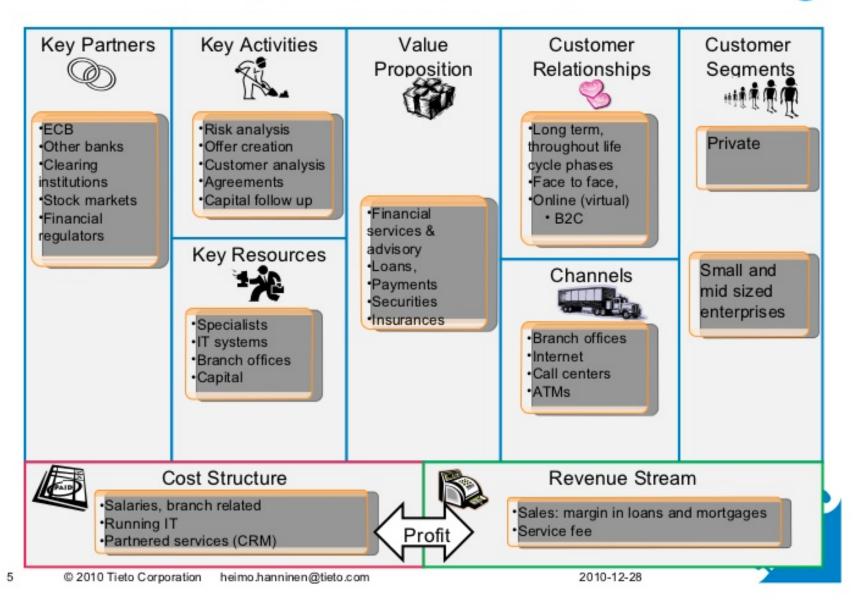
- Real-Estate
- Front & Back-End Systems
- Compliance



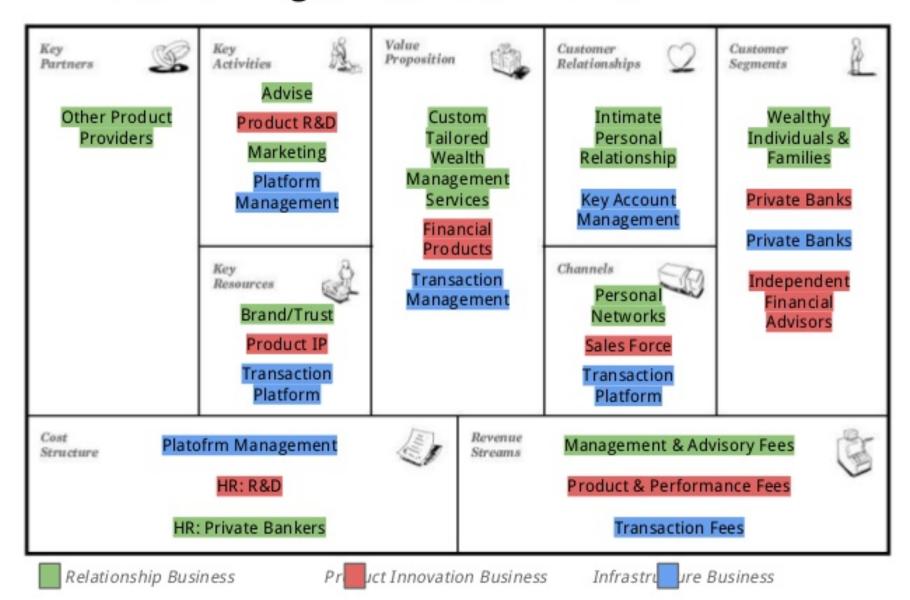
Foreign Exchange Business Model



Bizz model canvas: SEB retail banking



Private Banking (3 Business In One)



Business Model of Banking companies

Key Partners	Key Activities	Value Pro	positions	Re	lationships	Customer Segments
	Branch Operations				Personal ssistance	
Investments	Call center operations			Auto	mation where possible	Retail and
partners Technology	IT Operations	Deposit F (Lower I Rat	nterest		possible	Corporate Customers (Depositors)
vendors	Key Resources	Loan Pr	oducts	(Channels	Retail and
Regulatory Agencies	Physical and IT Infrastructure	(Higher Interest Rates)		Ban	k Branches, ATMs,	Corporate Customers (Borrowers)
	Loan Assets				all centers, Internet, bile Devices	
	Cost Structure				Revenue Strea	ams
Interest Expenses		Interest Income Fee Income				

VISA – Leader in Global Payments Industry

Key Partners	Key Activiti	es Val	lue Prop	ositions	Re	lationships	Cι	ustomer Segments
	Payments Netw Managemen	t	Daymant D					
	Transaction Processing	PI	Payment Product Platforms for card programs and cashless					Financial Institutions (Issuers)
Technology Alliances	Value-added Services		paymer	nts				Financial Institutions (Acquirers)
Commercial	Key Resour	ces	Convenience, Security, Rewards associated with card payments Improved Sales, Customer Convenience		Channels Sponsorships (FIFA World cup, Olympics) TV ads, Tradeshows, Conferences]	(richamore)
Partners	Payment Produc Platform	cts						Card Holders
	VISA Brand							Merchants
	Cost Structure					Revenue Strea	ms	1
Personnel	Network, EDP, & Communications	Brand Promotic					ng	International Revenues
Litigations Provision								

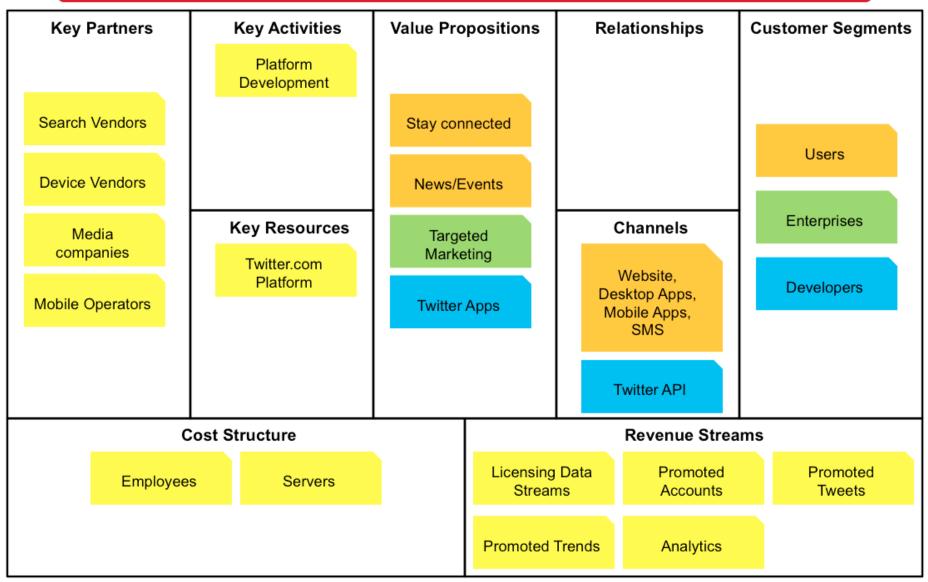
Google Business Model

Key Partners	K	Key Activities Value Propositions			ns	Relationshi	ps	Customer Segmen	
	Pro	D – Build New ducts, Improve sting products		Web Search, Gmail, Google+ Automation (where possible)		nere	Internet Users	;	
Distribution		age Massive IT		eted Ads usir words (CPC)		Dedicated Sale large accoun		Advertisers, Ad Agencies	
Partners				d Ad campaig ing Adsense	ns			Google Network Members	·k
Open Handset Alliance	к	ey Resources		3	=	Channels			
OEMs (for Chrome OS devices)		Datacenters		ay Advertisir mt Services	g	Global Sales and Support Teams		Mobile device owners	
O3 devices)		IPs, Brand		nd Platforms id, Chrome (Multi-product Sales force		Developers	
				ed web-base oogle Apps	d	lorde		Enterprises	
	Cost St	ructure	•			Revenu	e Strea	ams	
Traffic Acqui Costs	sition	R&D Costs (ma personnel)	inly			d Revenues – pogle websites		Ad Revenues – ogle n/w websites	
Data cen operation		S&M, G&A			Ent	terprise Product Sales		Free	

Facebook – World's leading Social Networking Site (SNS)

Key Partners	Key Activiti	ies	Value Pro	positions	R	elationships	Cus	tomer Segments
	Platform Developmen Data Center Operations Mg	r	frier Discover	Connect with your friends, Discover & Learn, Express yourself Reach, Relevance, Social Context, Engagement Personalized and Social Experiences, Social Distribution, Payments		Same-side Network Effects Cross-side Network Effects Channels Website, Mobile Apps Facebook Ads, Facebook Pages Developer Tools and APIs		Internet Users
Content Partners (TV Shows, Movies, Music, News Articles)	Key Resour Facebook Platform Technology Infrastructure		Relev Social C Engag Personal Social Exp Social Dis					Advertisers and Marketers Developers
	Cost Structure					Revenue Strea	ams	
Data center costs	Marketing and Sales		earch and elopment	Free		Ad Revenues		Payment Revenues
General and Administrative								

Twitter Business Model



LinkedIn – World's Largest Professional Network

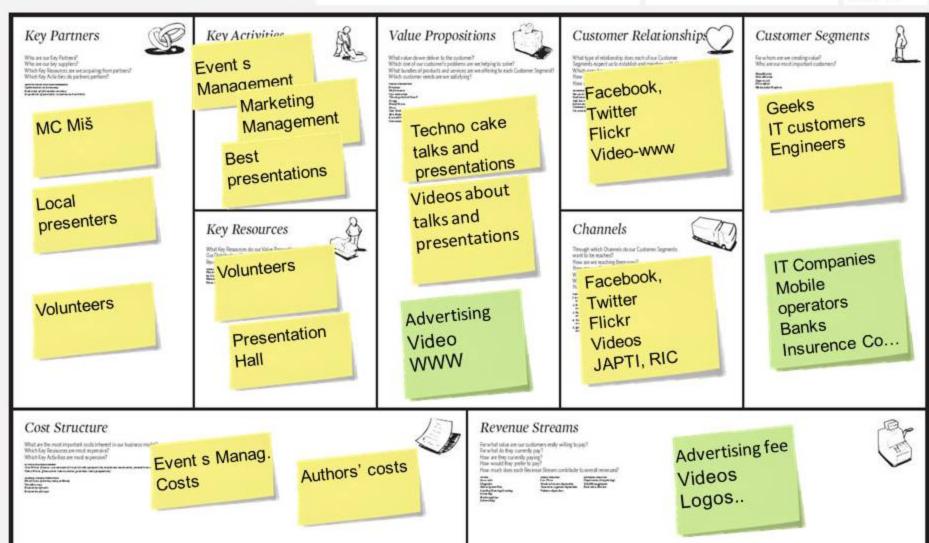
Key Partners	Key Activit	Key Activities		Value Propositions		Relationships		Customer Segments	
	Platform					Same-side twork Effects			
	Development		Manage Professional Identity and Build Professional Network		Cross-side Network Effects		Internet Users		
Equinix (for data center			Identify and Reach the Right Talent						
facilities)	Key Resources					Channels		Recruiters	
Content Providers	LinkedIn Platform		Reach the Target Audience		LinkedIn Website, Mobile Apps			Advertisers and Marketers	
				Access to LinkedIn Database Content via APIs and Widgets		Field Sales		Developers	
Cost Structure				Revenue Streams					
Web Hosting costs			roduct elopment	Free Offe and Pren Subscript	nium Hiring Solutions		าร	Marketing Solutions	
General and Administrative				Cabballph					

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The Business Model Canvas

Designed for: Techno Cake Designed by: Danilo Tič





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How Airbnb Works? Insights into **Business Model**

Revenue Model



Airbnb Business Model Canvas

Key Partners

- Hosts (People who rent their space)
- Guests (People who book spaces)
- Photographers (Freelance)
- Investors
- Payment Processors

Key Activities

- Product Development & Management
- Building Host network and Managing hosts
- Building travelers network and managing guests

Key Resources

- Local Hosts
- Skilled Employees
- Technology

Value Propositions

Hosts

- Hosts can earn money by renting their space.
- Airbnb offers insurance to house owners.
- Free photo shoots for property listings through photographers.

Guests

- Guests can book a homestay instead of hotel.
- Prices are often less as compared to hotels.

Customer Relationships

- Customer Service
- Social Media
- Promostional Offers
- Home Insurance

Channels · · ·

- Website
- Mobile App for Android
- Mobile App for iOS

Customer Segments

Hosts

- People who own a house and want to earn extra money.
- People who want to meet new people.

Guests

- People who love to travel.
- People who want to stay comfortably at a cheap price.

Cost Structure



- Technological Set up & running costs
- Salaries to permanent employees
- Payments to freelance photographers

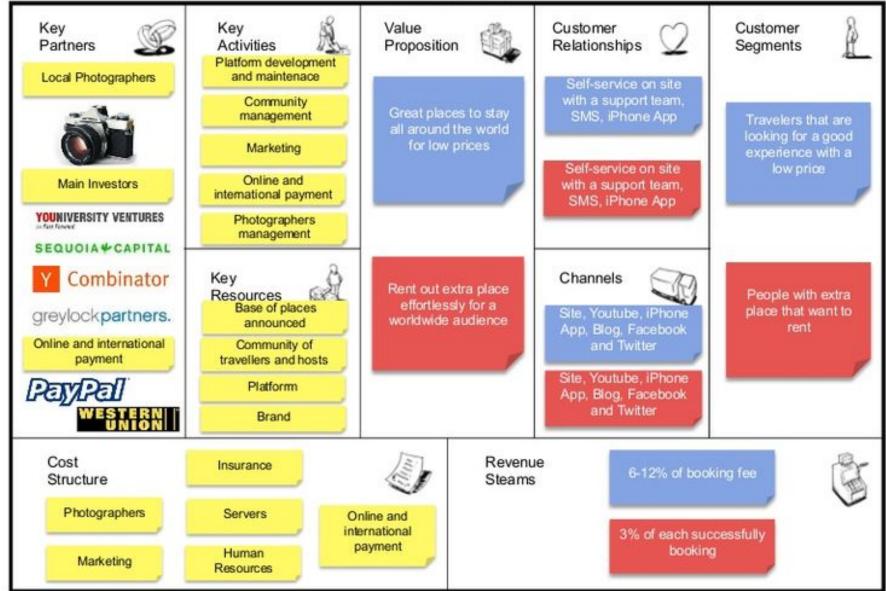
Revenue Streams



- Commission from Hosts upon every booking
- Commission from Guests upon every booking







How Uber Works? Insights into **Business Model**

Revenue Model



Uber Business Model Canvas

KEY PARTNERS:

- Drivers with their Cars
- Payment Processors
- API Providers
- Investors

KEY ACTIVITIES:

- Product Development & Management
- Marketing & Custumer Acquisition
- Hiring Drivers
- Managing Driver Payouts
- Customer Support

KEY RESOURCES:

- Technological Platform
- Skilled Drivers

VALUE PROPOSITION:

CUSTOMERS:

- Minimum Waiting Time.
- Prices Lesser than the Normal Taxi Fares.
- Cashless Ride.
- Can see The ETA and Track The Cab on Map.

DRIVERS:

- Additional Source of Income.
- Flexible Working Schedules and can Work Part Time.
- Easy Payment Procedure.
- Drivers get Paid to be Online, even without can Requests.

CUTOMER RELATIONSHIP:

- Social Media
- Customer Support
- Review, Rating & Feedback System

CHANNELS:

- Websites
- Mobile App for Android
- Mobile App for iOS

CUSTOMER SEGMENTS:

USERS:

- Those who do not own a Car
- Those who do not want to drive themselves to a Party or Function.
- People who like to Travel in Style and want to be Treated as a VIP.
- Those who want a Cost-Efficient Cab at their Doorstep.

DRIVERS:

- People who own a Car and want to Earn Money.
- People who Love to Drive.
- Those who Wish to be called Partners Instead of Drivers.

COST STRUCTURE:

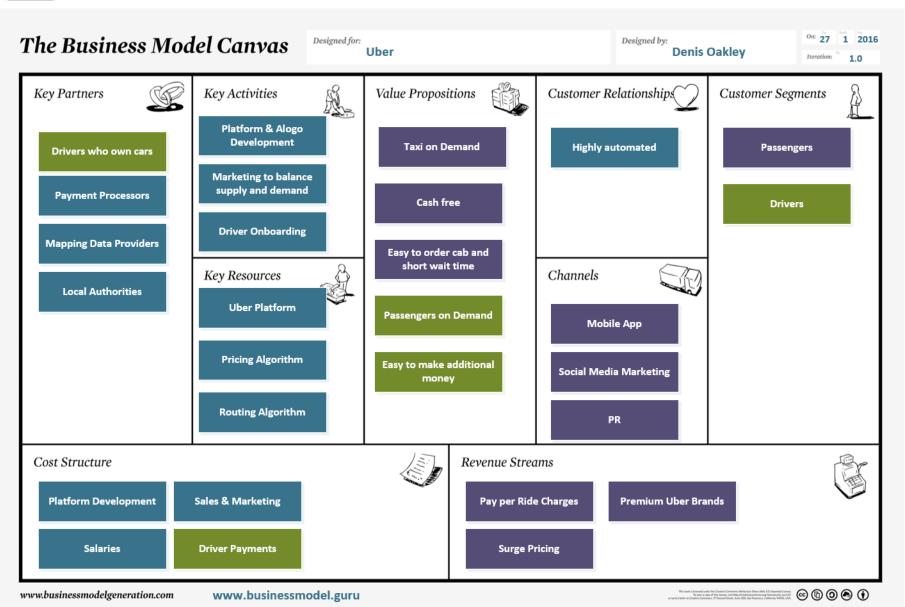
- Technological Infrastructure
- Salaries to Permanent Employees
- Launch Events & Marketing Expenditure

REVENUE STREAMS:

- Car Rides on per Km/Mile basis.
- Surge Pricing
- & UberX, Uber Taxi, Uber Black, Uber SUV etc.
- Uber Cargo, Uber Rideshare etc.



Uber Business Model Canvas



Uber

UBER

Ride

Drive

Cities

HELP

SIGN IN

BECOME A DRIVER



Tap the app, get a ride

Uber is the smartest way to get around. One tap and a car comes directly to you. Your driver knows exactly where to go.

MORE REASONS TO RIDE >

Come up with Killer Startup Ideas



REDUCE

Time to wait

Hassels of paying money

Jnsure fare & waiting time

RAISE

Chances of getting taxis

Quality (ratings)

ssurance (Location tracking)

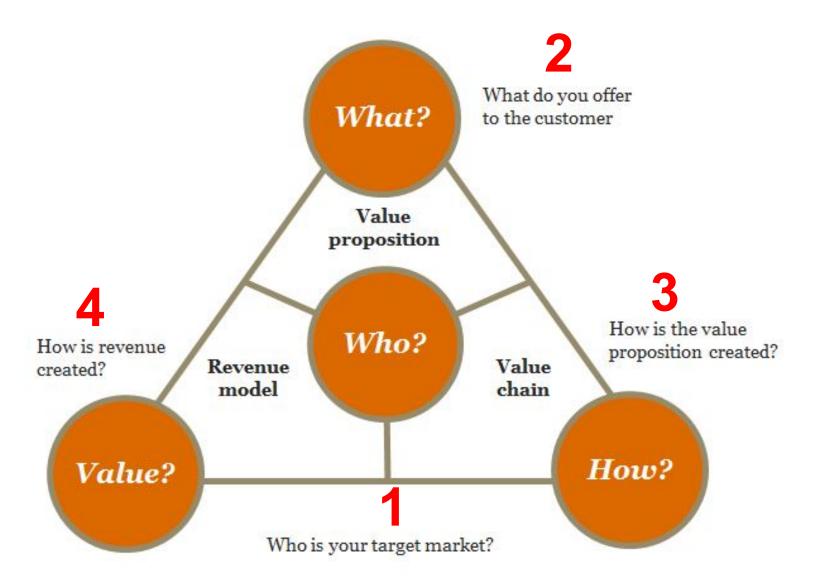
CREATE

Ease of use
Platform connecting customers&d
Extra Revenues for Drivers

ELIMINATE

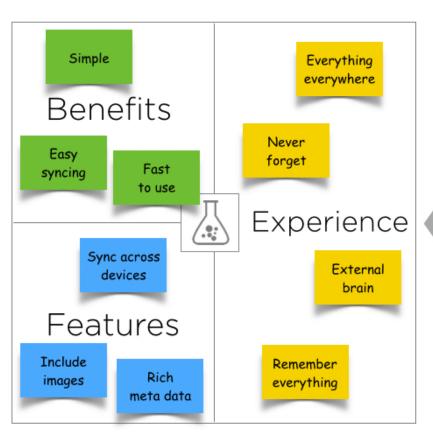
Uncertainty of getting taxis
Waving hands to stop taxi

Structure of a Business Model



Value Proposition Canvas

Product



Company: Evernote

Product: Online notes

Ideal customer: Mobile professionals

Customer

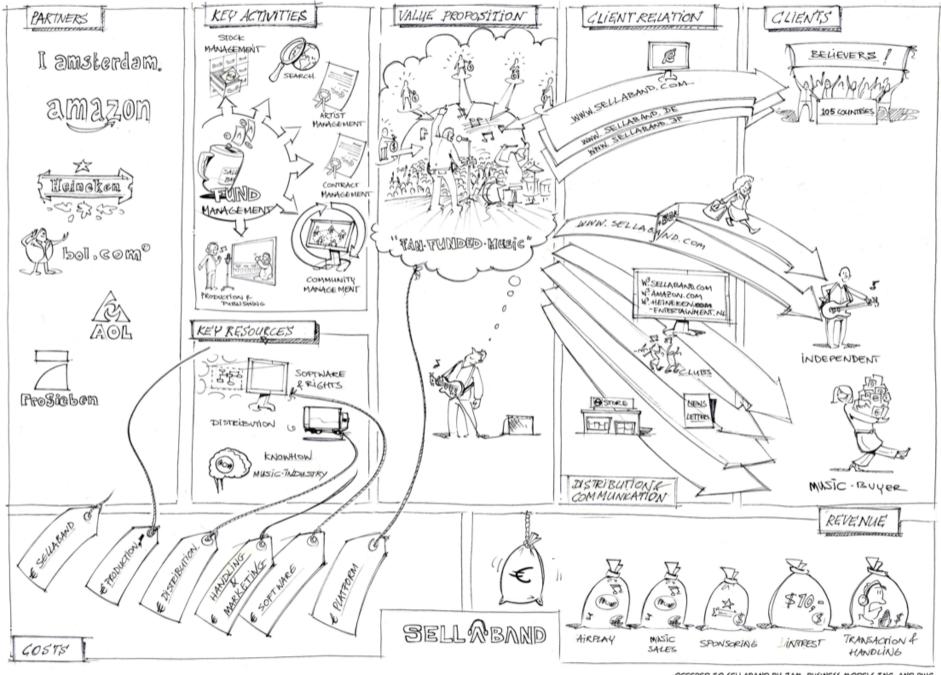


Substitutes

Text documents

New Business Model





Customer Value

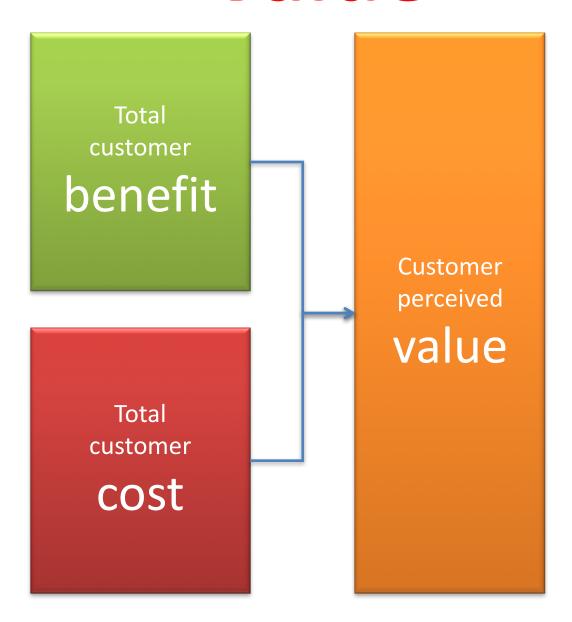
Marketing

"Meeting needs profitably"

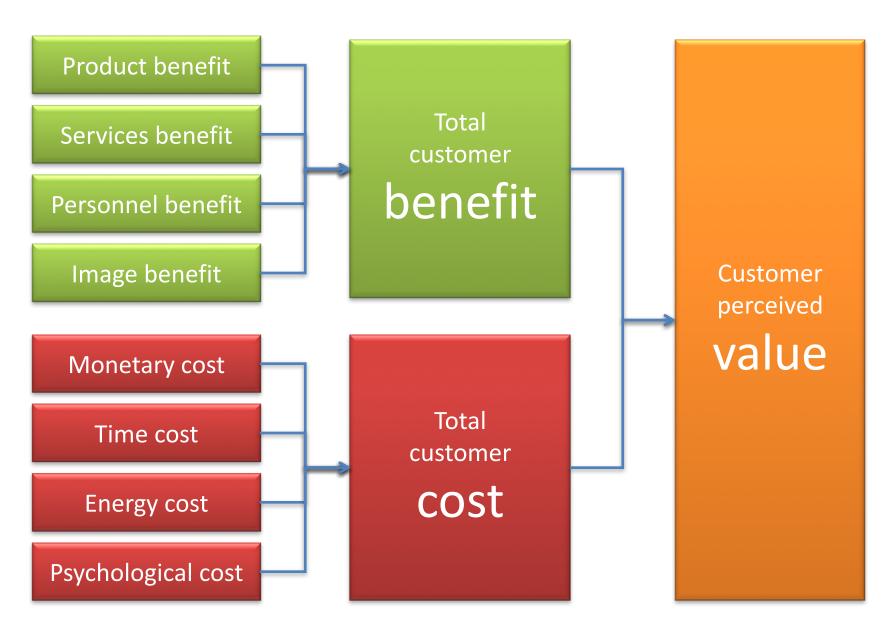
Value

the sum of the tangible and intangible benefits and costs

Value



Customer Perceived Value



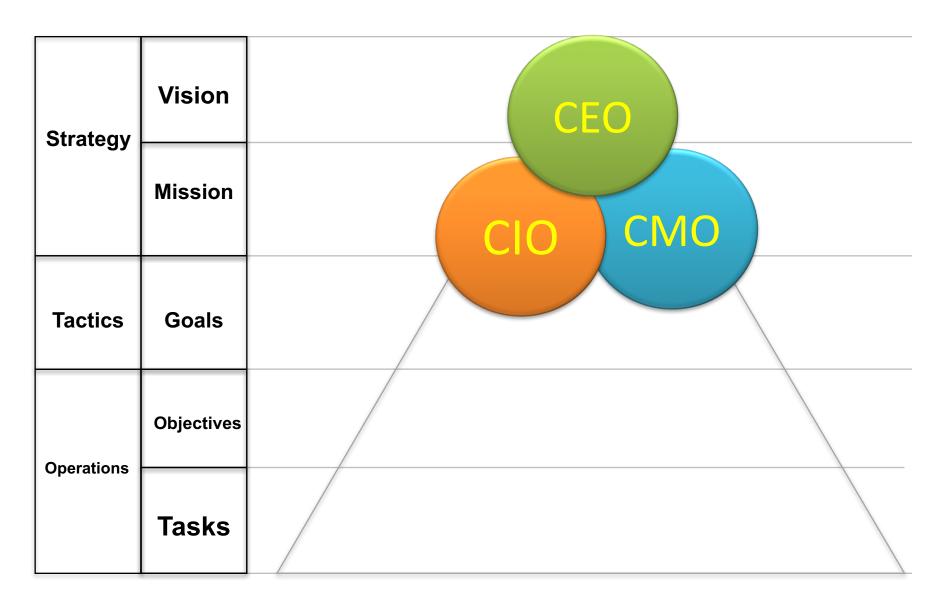
CEO CIO CFO



CEO CIO CMO



CEO CIO CMO

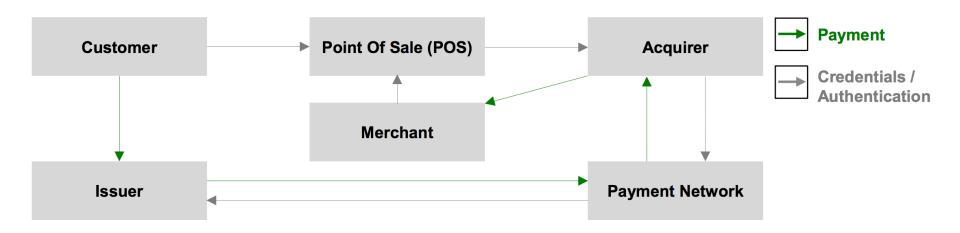


The Future of Financial Services





Payments Cashless World



Payments Innovations Caseless World

Key innovations for the cashless world



Mobile Payments

- Mobile wallets
- Mobile-based merchant payment solutions



























Integrated Billing

- Mobile ordering & payment apps
- Integrated mobile shopping apps









Streamlined Payments

- Location-based payments (geotagging)
- Machine-to-machine payments









Next Generation Security

- Biometrics / location-based identification
- Tokenisation standards





















Simplicity

Payments innovations allow customers to make payments in a single tap or automatically by leveraging connectivity (e.g., wireless network, near-field communications)



Interoperability

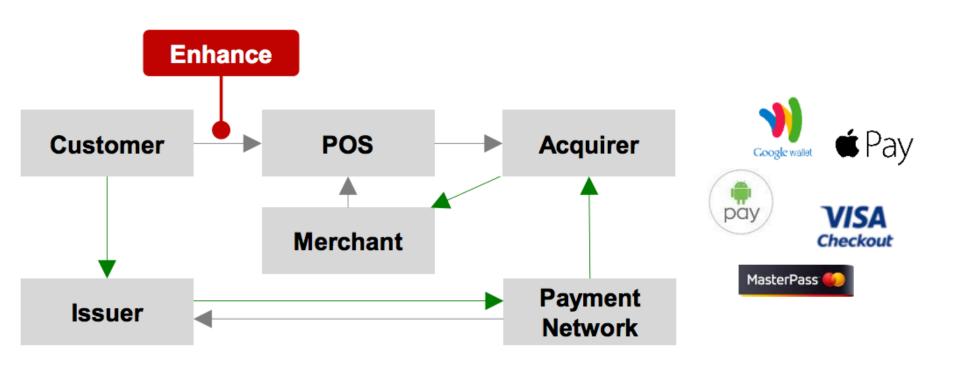
Most innovative payment solutions are not restricted to a single payment method, allowing customers to manage and use a variety of credit cards, debit cards or bank accounts for payment



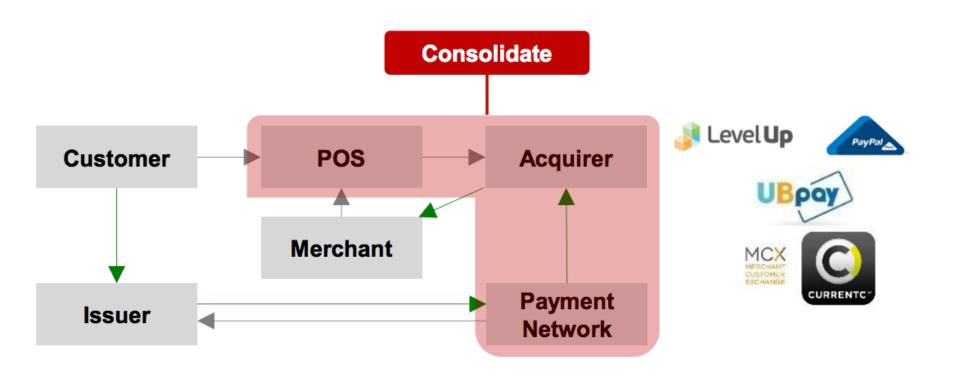
Value-Add Services

Many innovative solutions offer value-add functionalities in addition to payments, enabling merchants and financial institutions to interact more closely with customers and deliver additional value (e.g., loyalty, offers)

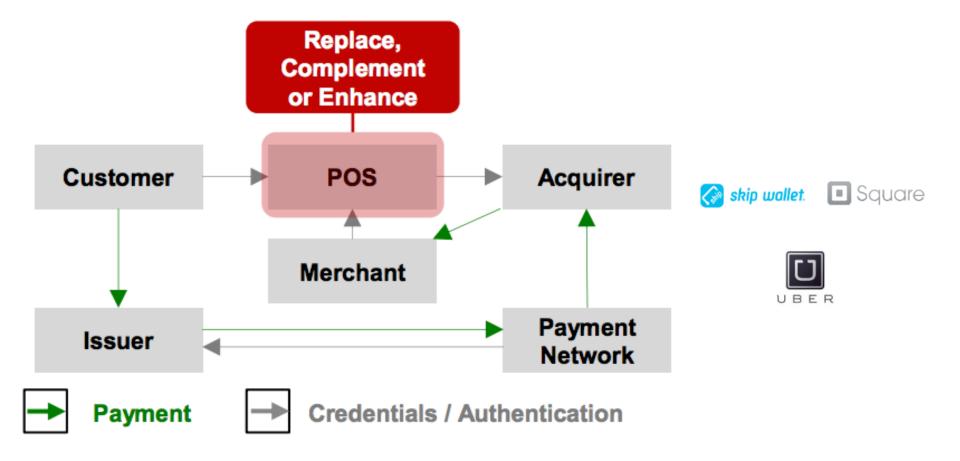
Open-loop Mobile Payment Solutions



Closed-loop Mobile Payment Solutions



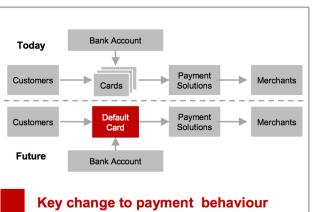
Mobile Merchant Payment Solutions Integrated Payment Apps Streamlined payment solutions

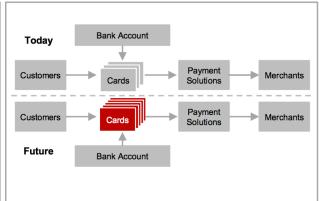


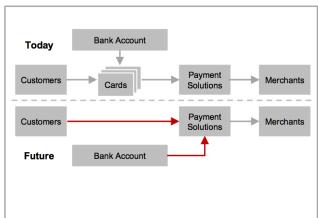
How will changing customer needs and behaviours in an increasingly cashless world change the payments landscape?

Potential impact on the payments landscape

- 1 Consolidation of the Payment Market
- 2 Fragmentation of the Payment Market
 - 3 Displacement of Credit Cards

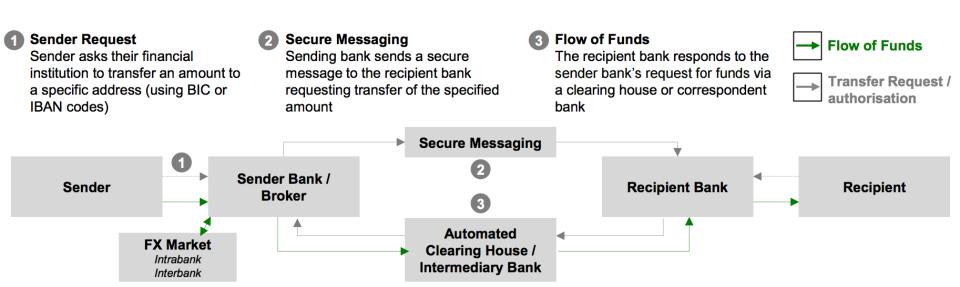






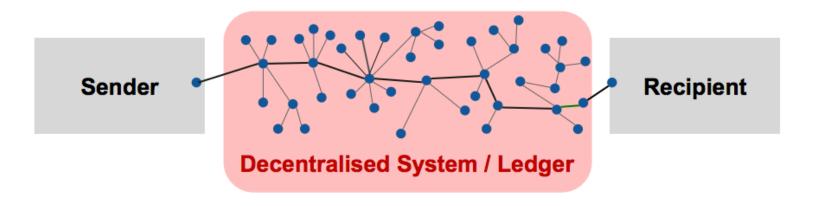
- Customers lose visibility into their payment choices as innovations like Amazon's 1click and Uber's seamless payments push more and more transactions to a single default card
- The default cards' share of wallet will increase and the importance of differentiators like card brand and design will be reduced
- The successful deployment of digital wallets eliminates the need to own/carry physical cards and enable decision support systems to help customers optimise card usage
- This drives a proliferation of niche and merchant issued cards, splintering share of wallet across many providers
- Customers with revolving balances elect to use innovative point of sale vendor financing schemes offering preferable terms
- Credit card usage is eroded as transactional card users migrate to payment solutions that seamlessly link to their bank accounts

Value Transfer
Money Transfer



Decentralised payment schemes

leverage cryptographic protocols
to transfer value virtually
in a secure, low cost, near-instantaneous manner







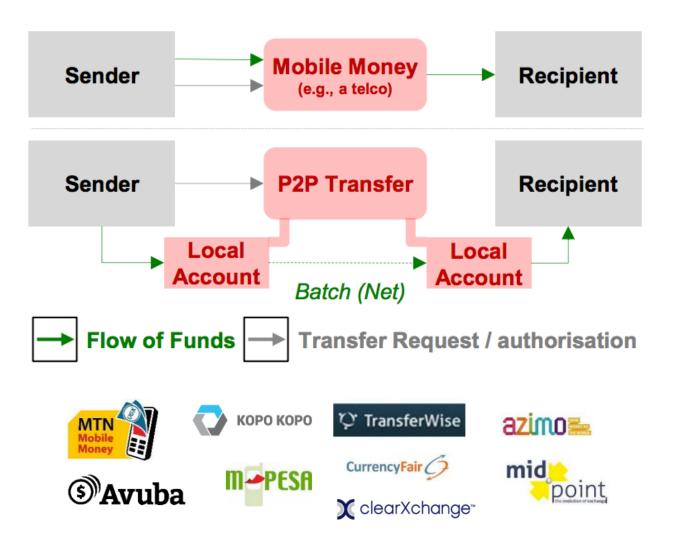




Digital currency run on decentralised payment network

Open-source low-cost (~1 / 1000th of a cent) payments protocol and instant exchange of any form of money or value Open-source P2P Internet currency enabling instant, nearzero cost payments Decentralised open source information registration and transfer system

Mobile Monies and P2P Value Transfer Networks



How do decentralised and non-traditional schemes differ from traditional money transfer models?

Value Chain

Secure Messaging Sender Sender Sender Sender Sender ACH / Intermediary ACH / Intermediary

Key Characteristics

- Processing of transfers is handled by correspondent financial institutions, often facilitated by payment schemes (e.g., SWIFT, Visa, MasterCard)
- Relies on a central clearing body
- Transfer is initiated by recipient bank

Decentralised Schemes



- Value transfer is recorded in a distributed ledger
- Transactions are managed by a distributed network of processors
- Sender initiates the transfer

Other Non-Traditional Schemes



- Value transfer is facilitated by a single trusted non-financial 3rd party
- Relies on the intermediary to keep records and settle the transfer
- Sender initiates the transfer

How will the evolution of decentralised or nontraditional payment schemes change the role of traditional financial institutions?

Potential changes to the role of traditional institutions

1 Compete with an alternative network of financial providers

Savings

Remittance
Payments

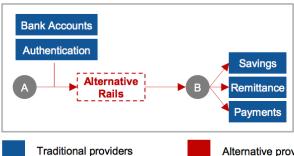
Alternative
Rails

B

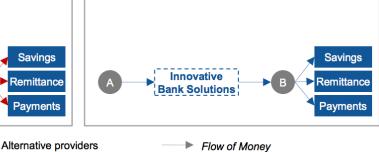
Remittance
Payments

- A Initial sender B End recipient
- A network of innovative financial services providers (e.g., authentication, remittance, savings / lending, insurance, merchant payments) emerge around alternative payment schemes
- These services provide customers a meaningful alternative to financial institutions by keeping money entirely within the alternative schemes

2 Facilitate alternative payment schemes as complements

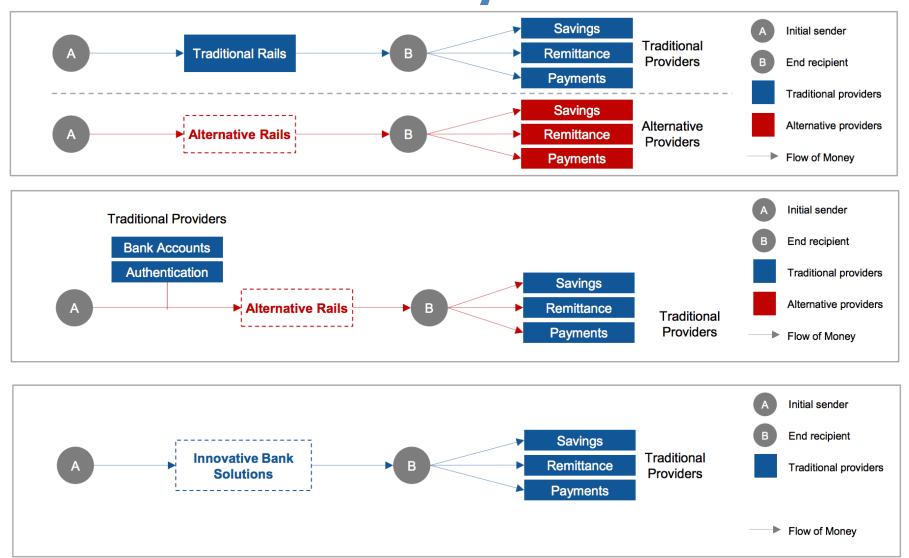


3 Provide leaner, faster payment options within the existing network



- Traditional institutions launch financial products that are connected to alternative payment scheme ecosystems (e.g., Bitcoin savings accounts, mobile money insurance)
- Financial institutions may also act as a gateway to alternative payment schemes (e.g., authentication)
- Alternative payment schemes act as a catalyst for traditional institutions to develop new solutions
- Leveraging elements of alternative schemes, traditional institutions build more streamlined rails for the movement of money
- These solutions reduce the advantages of alternative payment schemes and retain the flow of money within the traditional financial network

Decentralised Non-traditional Payment Schemes

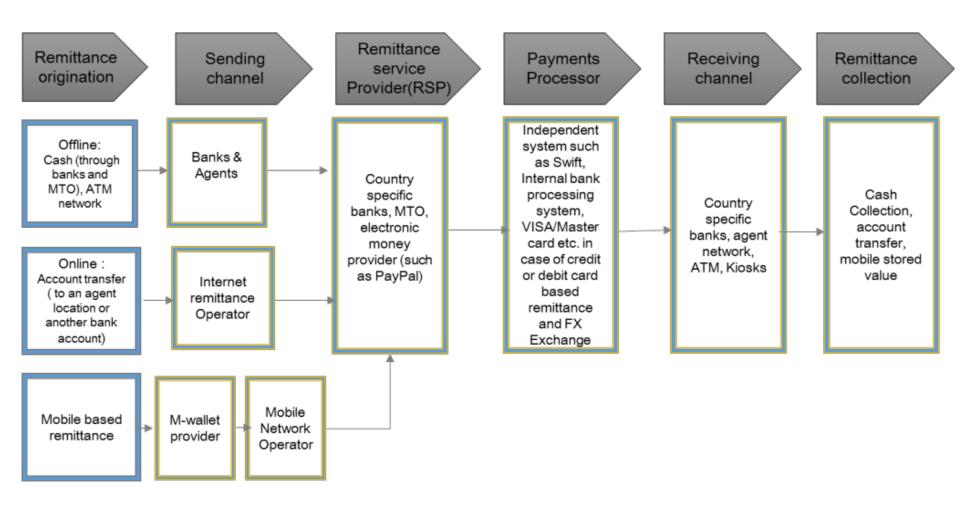


Remittance



Money Transfer

International Remittance Value Chain



Insurance Value Chain

Key pressures across the insurance value chain

Advancing technologies, changing customer preferences and the market landscape are enabling a number of innovations and trends, which create pressure across the insurance value chain

e-Aggregators

Online aggregators that allow customers to compare prices and purchase insurance products online may displace traditional distribution channels as customer preferences change and more insurance products are commoditised (e.g., UK P&C market)

Entry of tech players

Technology providers with brand recognition and trust surpassing financial institutions may enter the insurance distribution market, leveraging their extensive data and distribution capability. Google acquired a UK e-aggregator BeatThatQuote charging insurers up to \$54 per click

Securitization

Insurance linked securities such as catastrophe bonds are introducing new pools of capital providing fully collateralised coverage to insurers, outside of traditional re-insurance and insurance pools















TRIPLEPOINT





R&D/ Product Manufacturing







Distribution









Claims





INC.



Self-driving cars

Fully or partially self-driving cars are emerging leveraging smart sensors, connectivity and machine-to-machine communications. This will considerably reduce the risks associated with driving and may shift the principal of insurance from drivers to manufacturers

Sharing economy

Underwriting

As sharing economies emerge from pay-asyou-go rentals to shared vehicles and houses, the concept of ownership may radically change, challenging traditional insurance models developed based on oneto-one ownership structure

Entry of hedge funds

Driven by a low interest rate environment and access to premiums, hedge funds and alternative sources of capital are moving closer to the insurance value chain by setting up reinsurers, providing additional funding options for insurers

Impact on all Insurers

Impact on P&C insurers

Insurance Value Chain

Key characteristics of the future state insurance value chain



Disaggregation of Distribution

e-Aggregators and technology providers could disaggregate the distribution of <u>personal and</u> <u>small commercial</u> policies and the ownership of customer relationships from insurers

Commoditization of Risks

As properties (<u>home and auto</u>) become safer and sharing economy homogenises risks, individual risks will be increasingly standardised and commoditised

Decoupling of Capital

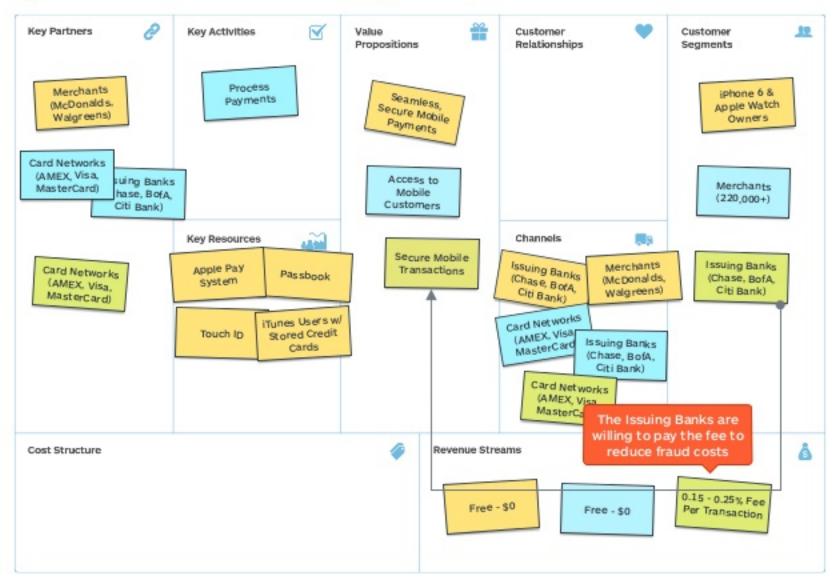
A larger proportion of investment risks will be transferred outside of an insurance company as more alternative providers of capital (e.g., hedge funds) offer cost-effective options

- Customer loyalty to insurers will decrease as aggregators create distance between the individual and their insurer
- Erosion will occur in the competitive advantages from existing retail channels (e.g., agent force, brand)
- The importance of actuarial and underwriting capabilities will grow as other parts of the value chain are disaggregated
- Insurers' margins on personal and small commercial products will decrease
- Growth of insurers will be less constrained by their access to risk capital
- Increased underwriting capacity, transfer of catastrophic risks and commoditisation of risks may lead to decreased impact of insurance cycles

Apply Pay Business Model



Apple Pay



Fintech Innovation: New Data Business Models

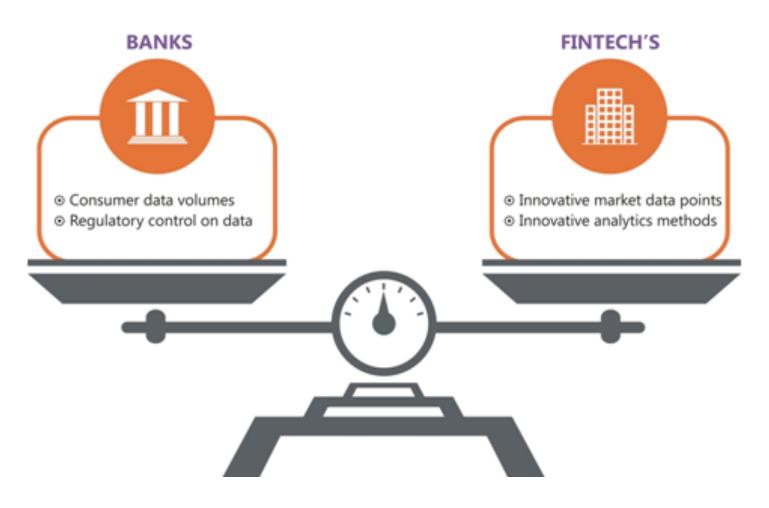
Fintech Innovation:

New Data Business Models

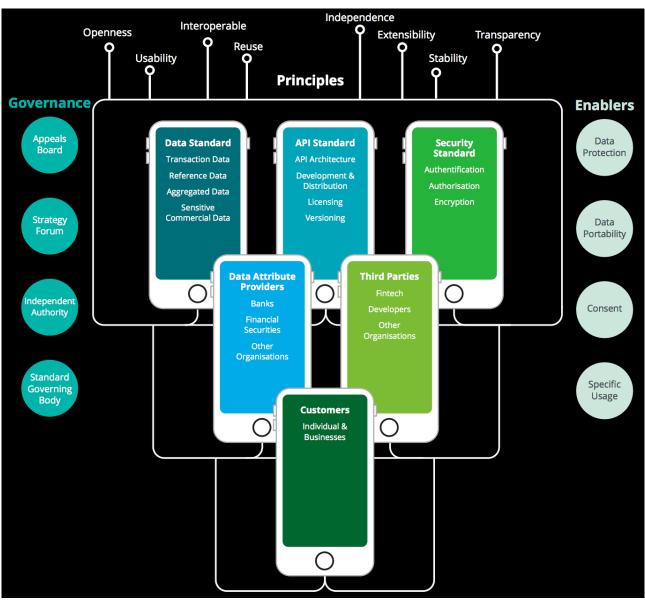




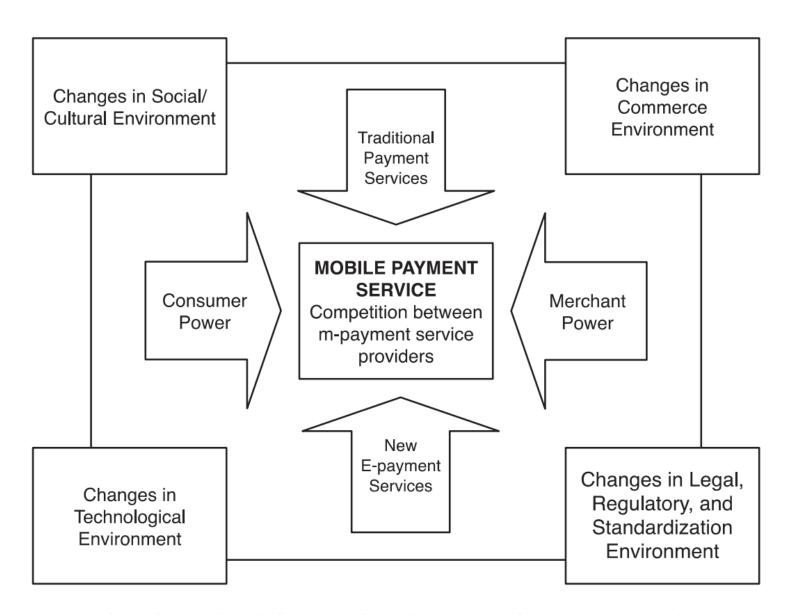
Fintech Innovation Together: Better Use of Data



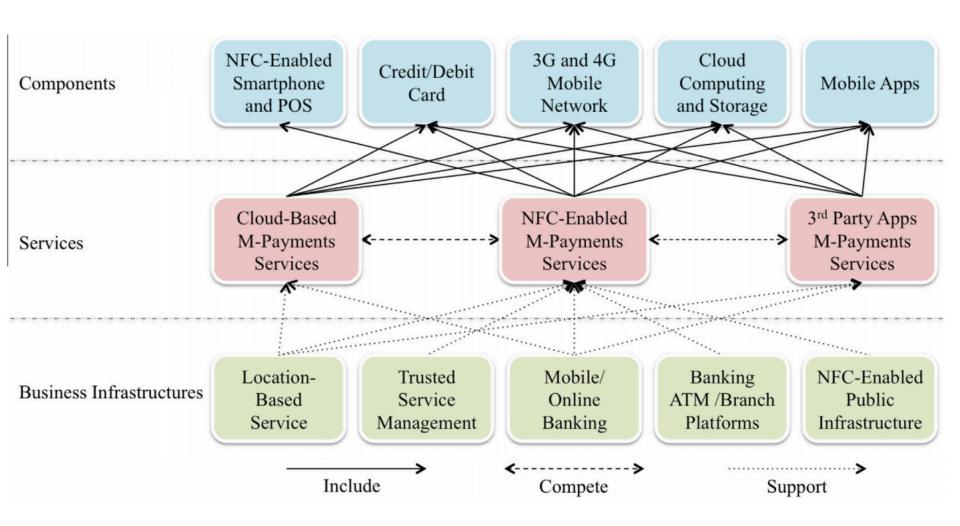
Open API for FinTech



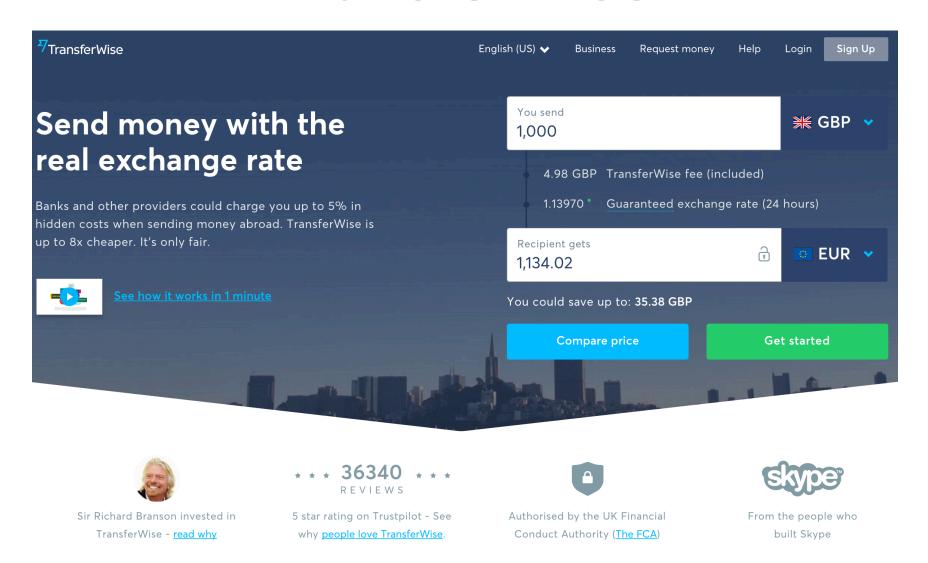
Mobile Payment Service



Mobile Payments Technology Innovations



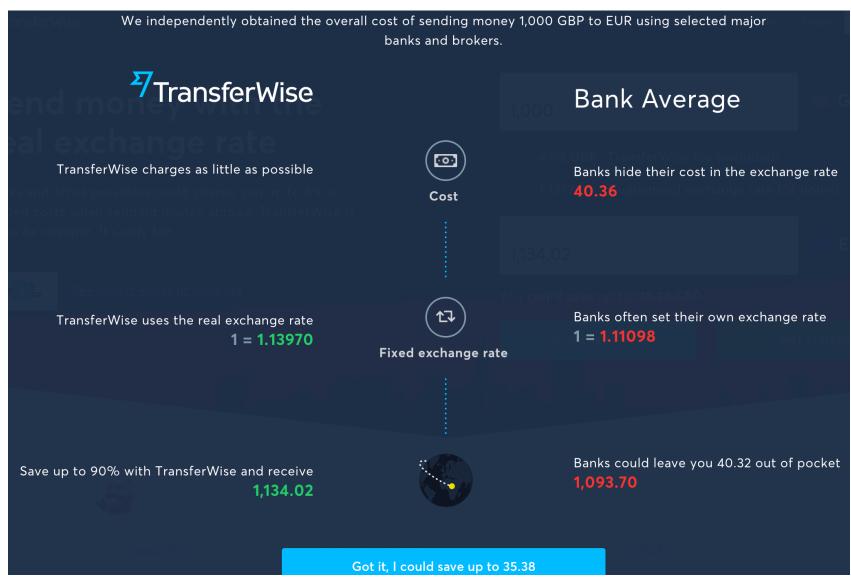
Transferwise



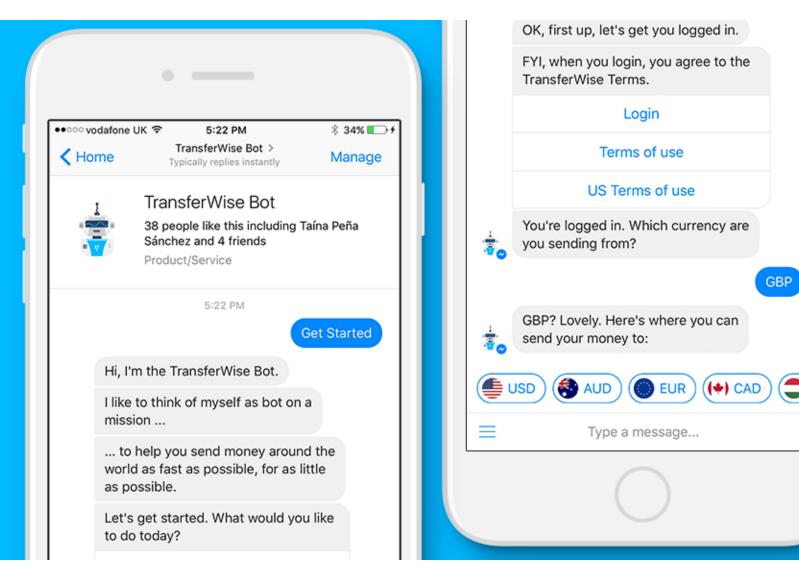
Transferwise



Transferwise



TransferWise Bot for Facebook Messenger



FinTech Technologies

API Robot Al Blockchain

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