



# **SHRI NEHRU MAHA VIDYALAYA** **COLLEGE OF ARTS AND SCIENCE** (SNMV)

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## **National Seminar Proceedings on Digital Transformation in Financial Services: Today and Tomorrow** **14 March, 2025**

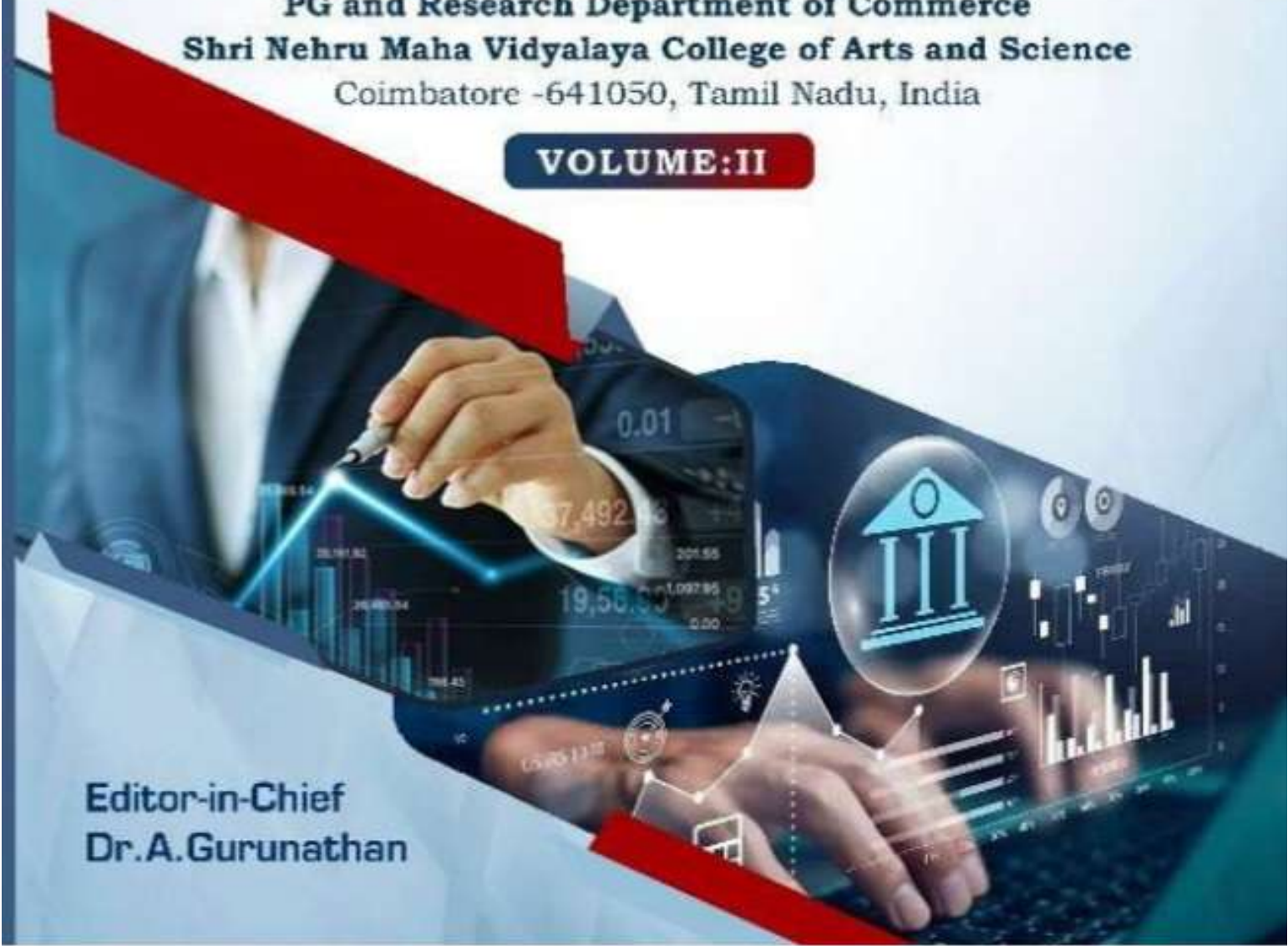
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**Understanding the Fundamentals of Digital Transformation in Financial Services:  
Drivers and Strategic Insights**

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**Abstract**

The current financial services sector is realising considerable changes in its operations due to development in technology and embracing of digital platforms. This evolution is changing the established concepts of business, consumers and channels of delivery of services. Financial services firms are changing the way they work through digital transformation due to developments in technology, changes in customer needs, and an increase in emphasis on sustainability. Understanding the opportunities, risks, and new trends in digital transformation is the focus of this paper. Opportunities include efficient real-time decision-making processes, increased transparency and better process controls, which are balanced by the threats of change management, dubious organization-technology fit, and high implementation costs. The study also examines recent advancements, including the application of machine learning and artificial intelligence, developments in mobile and online banking, integration of blockchain, and increasing focus on security and personalised banking. A literature review yields some findings from different studies on rural financial services, the evolution of the blockchain, drivers of digital transformation, cloud- based learning approaches, and emerging sustainability practices. All of these results suggest that more strategic planning, analytics, and more focus on ensuring that organisational objectives are met with transformations should be pursued. Hence, this research findings add to the existing literature in determining how innovative and digital technologies are likely to transform the financial services sector and advance sustainability.

**Keywords:** *Finance, Digital Transformation, Financial Services, FinTech, Digital Banking, Technological Innovation*

**Introduction**

In the modern world, which is characterized by constant globalization and the acceleration of technological progress, the topic of digitalization has become widespread in different industries, as it has become an indicator of a new breakthrough in traditional lines of business and changes the pace of people's daily lives . New media technology has a great potential for providing radical increases in productivity, creativity and customer satisfaction for organisations. Such is the constant shift not only to the use of the latest technology or new pertinent applications but also to redefining the process and thinking out of the box to design new business models and continuously deliver better value . As such, industries are beginning to change and being an essential part of any modern economy, the financial sector is at the vanguard of this change. The financial services sector has long been acknowledged for its strategic position in supporting unchanging economic growth. This