

KNOLSKAPE helps leaders from one of India's largest private bank rethink **Strategy for the Digital Age**

The client is one of India's largest private sector banks. Headquartered in Mumbai, the organization has a strong network of branches across the globe and a workforce of over 40,000 employees. The client offers a variety of financial services and banking products for both retail and corporate through diverse channels.

Challenge

Digital is impacting the banking industry at its core, and most players are in various stages of defining the response to this disruption. The client's executive leadership identified the need to enhance the digital intelligence of its senior team, to help the organization be digital ready. The bank sought a partner that could provide innovative and robust solutions for digital capability development.



Solution

Given the urgent and critical nature of the requirement, the executive team themselves analyzed various options in the market, and after a very thorough evaluation, selected KNOLSKAPE. The executive team could relate very well to the KNOLSKAPE DIGITAL BLUR™ framework. They decided that it was a unique approach and a correct one for helping its senior team navigate the challenges thrown by digital disruption.

KNOLSKAPE proposed an intensive learning journey focused on Digital Capability Building for Senior Leaders, developing competencies of Business Modelling, Design Thinking, Influencing, and Managing Change.



Impact

- Increase in the understanding of digital along with various building blocks, tools and concepts required to navigate the DIGITAL BLUR™
- Practical application of Design Thinking, Customer Centricity, digital business models and Influencing skills

