

How digital do you want to become? - Digitalisation Strategy for Microfinance Institutions

A workshop in the framework of [EaSI Technical Assistance](#)

Friday 15th March 2019 | 8:30-16:00 | EMN Headquarters* | Brussels, Belgium

PRELIMINARY PROGRAMME

8:30-9:00: Registration

9.00-9.15: Welcome and presentation of the EaSI TA Project - Jorge Ramírez Puerto, KE 3

9.15-9.30: Jointly defining the objective of the day** - Looking at organisational strategies and digitalisation and discussing the agenda and aims for the day.

9.30-10.30: Your organisational strategy and digitalisation - An interactive session exploring your organisational strategic vision and how digitalisation and innovation plays into this. A number of expert practitioners will explain how they are using digitalisation and automation as part of implementing their organisational strategy.

10.30-11.00: Coffee break and Networking

11.00-11.30: Ongoing research and the role of the Networks in the digitalisation trend for MFIs - Discussing the results from the survey on digitalisation in the European microfinance sector (by EMN & MFC) and brainstorming on what the networks could do to support MFIs in sharing and encouraging digitalisation and innovation.

11.30-12.30: Human-Delivered versus Technology-Delivered - Building on the latest MFC research***. Exercises and discussions to gauge where participants currently sit in the balance between human and technology delivered services and where they want to go and why.

12.30-13.30: Lunch Break and Networking

13.30-14.30: From dreams to reality – practical implications around digitalisation - How can you translate your digital and automation ambition into reality? Discussions on the need for change management, impact on culture and staff, and how to plan and prepare and lessons learnt from expert practitioners.

14.30-15.30: Challenges and opportunities of new FinTechs entering the market - Small working groups to analyse and share the new FinTechs in their market, the opportunities this might bring, the lessons that can be learnt from them, and the threats they might pose and what to do with them.

15.30-16.00: Q&A, conclusions, planning for future workshops, commitments, follow-up and networking

* The workshop will take place at European Microfinance Network (EMN) headquarters in Brussels: Rue de l'Industrie 10, 1000 Brussels — Belgium

** The workshop is facilitated by Maarten Rooney. Maarten started his career at Accenture (Financial Services) followed by 8 years as Chief Operating Officer of Youth Business International in which he was also responsible for digital transformation. In 2018, Maarten became co-founder CEO of the UK fintech social enterprise Singlify which provides technology to social investors.

*** http://mfc.org.pl/wp-content/uploads/2018/12/2018_MFC_the-Tech-and-Touch-Mix-in-Microfinance.pdf