



Solve Your Enterprise Learning Challenges

10TH INNOVPLUS CHALLENGE



CHALLENGE STATEMENT #04

1. Challenge Owner Index and Pseudonym

#04 – Herohippo

2. Challenge Statement

We are payment technology and merchant service company seeking a learning solution to enhance the skills training and competency assessment of payment solution executives. We envisage that the solution would enhance the proper KYC (Know Your Customer) and AML (Anti Money Laundering) procedures are followed with simulations of screening, approving, on-boarding and implementing merchants' digital payment gateway. This will be in compliance with the MAS requirements.

3. About the Challenge Owner Organisation

A payment technology and merchant service company to facilitate payment collection for secured commerce transactions between suppliers, merchants and end consumers in Singapore and other parts of Asia. Our role as an enabler in the payment ecosystem provided merchants with the ability to seamlessly manage payment collection, improving operation efficiency and increasing sales completion rate. We aim to bring payment simplicity to consumers and enterprises by constantly perfecting payments.

4. Define the Challenge

The current situation does not fully map out the needs of the new hires coming into the digital payment industry and upskill existing practitioners to stay abreast with the new industry requirements. This leads to issues concerning capability development and how up-to-date learning of the industry, security of the mobile payment and MAS requirements to ensure the present and new staff are well informed with the regulatory requirements. In short, there is little or no leverage of digital and simulated learning to improve employees skills and knowledge. In a more pragmatic approach, all the staff needs to be equipped for future digitalization and provide more online solutions. At the same time, with new digital solutions, our employees and customers need to be informed and educated about what and how the new digital solutions work. They will play a critical role in ensuring the whole digitalization of payment is successfully implemented.

The innovative learning initiative begins with mapping out the roles of intelligent machines and automation (e.g. eKYC and automatic onboarding of merchants for approval of digital payment ID). This will then exam into how manual authentication work with intelligent machines to perform the roles pegged at higher levels (e.g. during peak session or working with ambiguous account holders, flag out any suspicious cases), there is a need to review the financial risk between on-boarding the ecommerce payment gateway and the point of sales system.



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The training plan will design the new roles of the staff. Design thinking will be used to ensure the whole process flow is logical while the staff will learn how to cope with robots and AI incorporated in the workflow.

Finally, the training map will then be translated into learning activities and deployment of mobile technology to drive learning.

Innovative AI-based chatbots will be used to train staff, merchants and customers Video based or augmented reality for simulating KYC and facial recognition for new clients with feedback. These mobile learning technology will be responsive, adaptive and provide a higher level of learner engagement to build expert competencies. As some of the manual role is automated, the staff will play a higher analytical role. Hence, the training approach should be knowing the whole process, have the skills to take over automation and develop expertise in updating new requirements.

5. Requirements

This mobile learning is location free. The employees, merchants and clients can be from different locations with internet access.

6. Targeted Learners / Users

The primary targeted learners are the 50 staff from the company and about 700 merchants involving 21,000 users.

7. Measures of Success

- Ease of implementation
- Motivation for learners and how the learners' are assessed
- Track record of the solutionist

8. Deliverables

- Chatbot implementation for the staff and merchants implementing the digital payment solution
- AI to drive learning platform

9. Vision

- The staff are able to perform KYC and AML that meet the regulatory requirement with zero error when approving and on-boarding merchants for the digital payment.
- The approving and merchant onboarding process is timely and accurate
- Merchants are able to apply and implement digital payment efficiently and effectively