



RECENT ADVANCEMENTS IN MOBILE BANKING – AN OVERVIEW

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ABSTRACT Today, the banks in the world are getting redefined and reengineered by information technology, mobile banking is doing financial transactions on a mobile service Through smart phones, tablets etc. The main advantages of mobile banking is banking anywhere at anytime. But it suffer from certain disadvantages like security concerns and limited range capabilities. To overcome these disadvantages, the banks have deployed technology-intensive solutions to increase revenue, improve customer experience and lower costs. This paper attempts to have an overview of different recent advancements in banking technology.

KEYWORDS :

Introduction:

.Today's financial world is being transformed by the new banking technology .The traditional banking landscape is set to bring about rapid and enormous changes in the years to come. The safety features such as advanced cryptography , biometrics and remote applications will enable protection against bank scams and enhance banking without visiting a bank. The Internet of Things (IOT) is a part of rapid revolution towards the banking in future and both the consumers and financial institutions are in a position to adopt the mobile banking trends. Infact, no technology will disrupt financial transactions in the future more than mobile-tech. Small businesses are adopting IOT

technology and increasingly implementing inexpensive mobile point-of-sale products to accept credit and debit cards. In short, smartphones are becoming the foundation of mobile banking. Hence, it is clear that the banks must continue to invest their considerable resources into digital offerings.

RECENT ADVANCEMENTS IN MOBILE BANKING:

The technologies that will bring about drastic changes in the banking field are:

1. Blockchain Technology:

This technology has the potential to overcome many hurdles that mobile banking

faces. Apart from bitcoin and cryptocurrencies, companies are developing blockchains into

applications. Since security is the main concern in digital transactions, Blockchain technology's main priority is hyper-security which will prevent scams like fraud, double-spending and price-gouging. The blockchain security features such as multisignature verification will help to ensure trust in cashless, card-driven and electronic wallet systems. The blockchain technology also enhances instant mobile payments thereby avoiding latency. Apart from high speed and security improvement, transaction costs also come down.

2.Challenges Banks:

These banks have no branches and only engage customers through digital media.

The response had been so immense in UK and hence licences are to be granted to such banks.'Erica' a new chatbot of Bank of America, has been launched, to help the customers make smarter financial decisions. Erica will be available inside the bank's mobile app and can be interacted through voice or text this technology uses artificial intelligence, predictive analytics and cognitive messaging help customers in making payments, checking balances, saving money and to pay their debts.

3.IOT and voice payments:

Since the vocal revolution is becoming more mainstream, with gadgets from cars to smart home devices, voice control

commands are becoming more significant. As the consumer-tech companies are moving into voice-enabled payments, it is a disruption to the banks and they are planning their own voice-enabled technologies. From security features to smart assistants, voice technology will add a new dimension to banking sector in the years to come.

4. Upgraded ATMs:

ATMs transformed the banking system when they were first introduced in 1967. The next ATM revolution would be contactless ATM transactions using a smartphone. The technology like biometric authentication launched in India help overall bank security by protecting against ATM hacks.

5. Proliferation of Non-Banks:

Banks are hoping to deliver a faster, more transparent experience to consumers through technology. Therefore, a large portion of their resources, is dedicated to security, compliance and other requirements. Since the bigger companies can devote a greater percentage of their assets to cutting-edge financial technology, they will be able to innovate more by attracting tech-savvy customers in the process.

6.Banking Architecture simplification:

All the overlying banking technologies will be built on the bedrock of banking Architectural simplification. The complex architecture will be broken-up into smaller-bite-sized pieces for ease of deployment and upgrade for specific functions. Componentisation will allow for risk-mitigation of projects apart from increasing agility to modernize selectivity to keep pace with current technology trends.

Conclusion:

The initiatives of Indian government like demonetization has paved way for a cashless economy. In future, the banks will not only have to keep up with growing expectations of customers, but also make sure to complete in the world of tech-savvy competitors. Also, the mobile banking apps are not an extra benefit in the consumers' minds and they have become a necessity. Hence, the absence of the technology would seriously damage the bank-customer relationship leading the customers to switch-over to other financial institutions.

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