



aecm
EUROPEAN ASSOCIATION OF GUARANTEE INSTITUTIONS

"The digital transformation in the financial system"

The results of the AECM Digitalization survey



XXIV FORUM IBERO-AMERICANO

Sistemas de Garantia e Financiamento para PME

Inovação e cooperação no financiamento das micro e pequenas empresas

Strategic plan and political guidelines



Duration: 2018 to 2021

- Challenges:**
1. external dimension of digitization:
 - => broaden range of activities by collaborating with FinTechs and elaborating new business models
 2. internal dimension of digitization
 - => improve way of working of guarantee institutions spanning from communication over decision tools to impact evaluation

AECM Working Group Digitisation



- Chairman:** Pedro Pisonero Pérez, CESGAR | Spain
- Rapporteur:** Jürgen Bader, aws | Austria
- Slogan:** “Speed is crucial”
- Focus:** Collaboration with FinTechs – design innovative guarantee products

Survey covered the following areas:

1. European single market strategy
2. FinTech
3. Going digital

Further activities undertaken according to the Strategic Plan and the Political Guidelines:

1. Stocktaking of policies at European level
2. FinTechs:
 - a. Assessment of European sector organizations
 - b. Determining potential areas of collaboration

1 physical meeting and 9 to 11 webinars per year



1. GOALS

- a. General knowledge of the state of the art
- b. Application to Guarantees Institutions
- c. Share good and bad member experiences
- d. Interest Groups for business collaboration
- e. Involve EU Institutions

2. DURATION: 60 to 80 MINUTES

- a. 50% presentation
- b. 50% discussion

3. CONNECTION TOOLS

- a. GOTOMEETING
- b. AECM member area: Archives
- c. Doodle, Google Form, Drive, others

4. PRESENTATION

- a. General Topic: 15 min.
- b. Success cases: 5 min.
- c. Application to guarantee: 15 min.
- d. General Discussion: 20 min
- e. Synergies between members: 10 min.

Survey of the road to digitalization

AECM Survey 2018

The road to Digitalization

AECM Survey 2018



Launched in November 2018 until early January 2019, the survey was sent to 48 AECM members

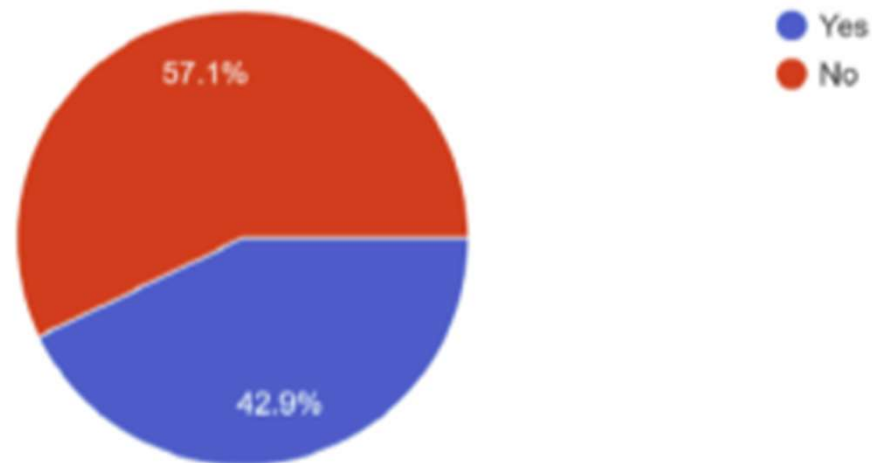
Answers were provided by the following members:

1. Austria – Austria Wirtschaftsservice
2. Belgium – PMV/z-Waarborgen nv
3. Belgium – SOWALFIN
4. Bulgaria – National Guarantee Fund
5. Czech Republic – CMZRB
6. Estonia – KredEx
7. Finland – Finnvera Plc.
8. France – Bpifrance
9. Germany – VDB – Verband Deutscher Bürgschaftsbanken
10. Greece – TMEDE
11. Hungary – AVHGA
12. Hungary – Garantiqa
13. Latvia – Financial institution Altum
14. Luxembourg – Mutualité des p.m.e.
15. Romania – NCGFSMEs – The National Credit Guarantee Fund SMEs
16. Romania – Romanian Rural Credit Guarantee Fund – FGCR
17. Serbia – Guarantee Fund of the Autonomous province of Vojvodina
18. Slovenia – Slovene Enterprise Fund
19. Slovenia – Slovenian Regional Development Fund
20. Spain – CESGAR
21. Turkey – TESKOMB

Survey - FinTechs

1. Do you have at national level any government strategy/programmes to encourage the collaboration with FinTechs?

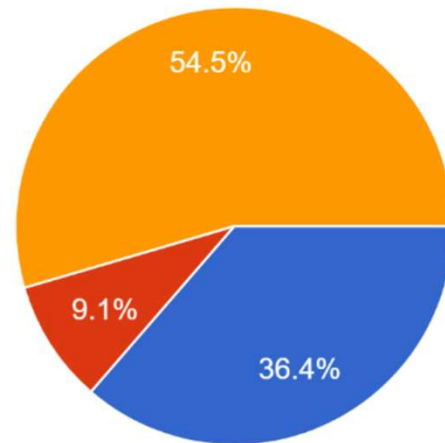
21 responses



Survey - FinTechs

1.1 If YES, what kind of regulations applicable to FinTechs directly and/or to collaborate with FinTechs are in force at the national level?

11 responses



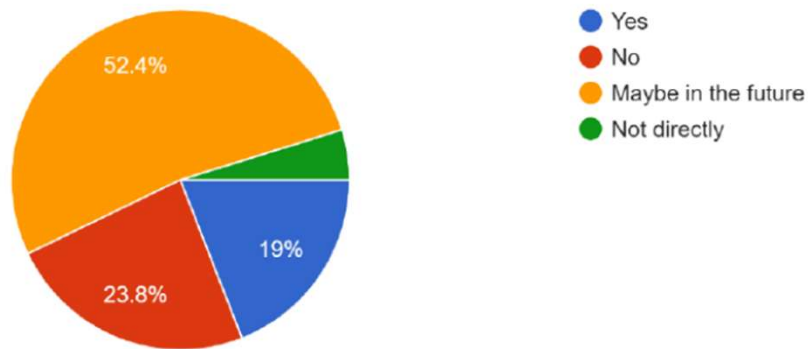
- National regulations (laws, government decisions)
- Central Bank regulations applicable to financial institutions, Fintech
- Other (for example: digital signature, paper-less national administration strategy)

Survey - FinTechs

Currently only 19% collaborate with FinTechs

4. At the organization level: does your organization collaborate with FinTechs?

21 responses



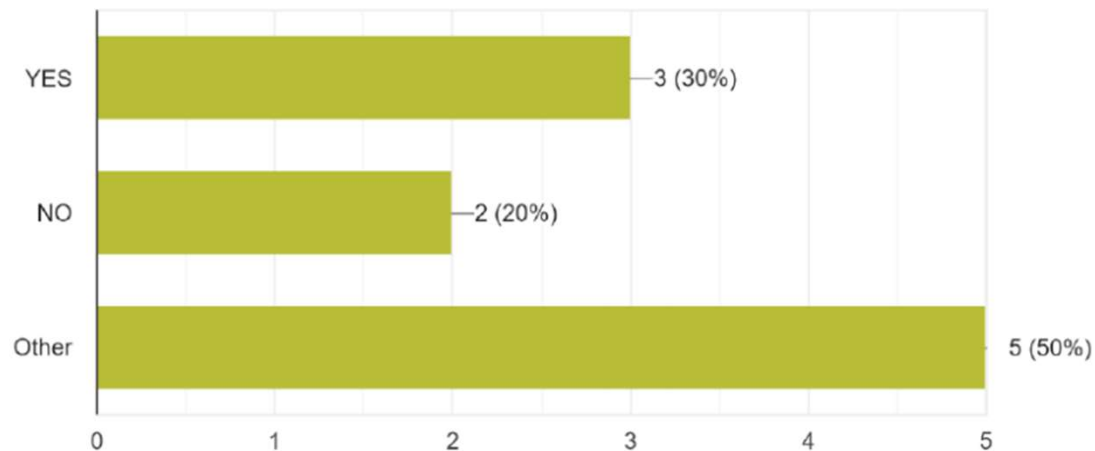
Not directly: 5%

Survey - FinTechs

Currently only 3 believe the collaboration is having a positive impact on the business model

6. Does the collaboration with FinTechs broaden your range of activity/business model?

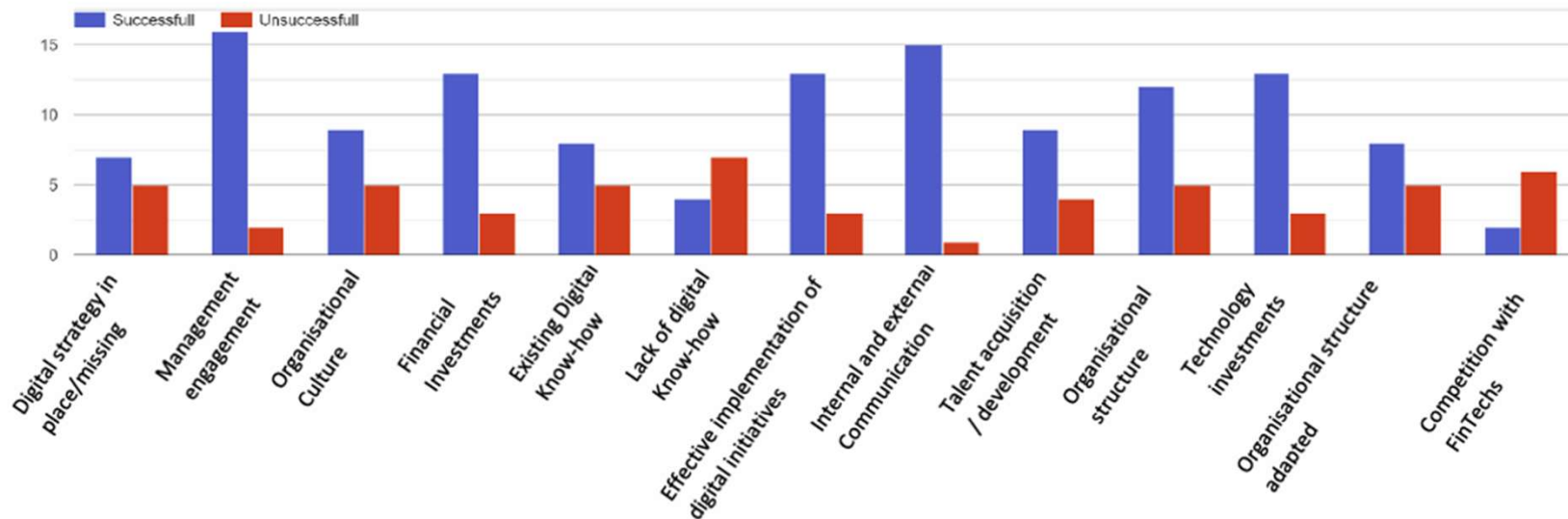
10 responses



Survey - FinTechs

10. What was the most important factor that contributed to the success or lack of success of your organization's digital business initiatives?

20 responses



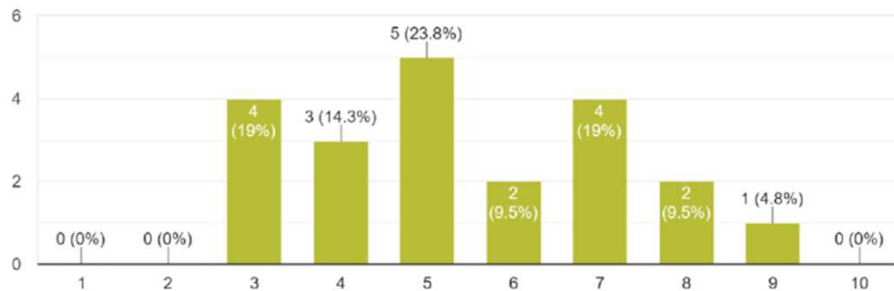
Survey – Going digital: status & challenges



1. Imagine an ideal organization using digital technologies to improve processes, engage talent and drive new and value-generating business models. How close is your organization to that ideal?

1 – not at all / 10 – totally

21 responses



4. To what extent do you agree with the following statement: "Our organization has a clear and coherent digitalization business strategy"?

21 responses

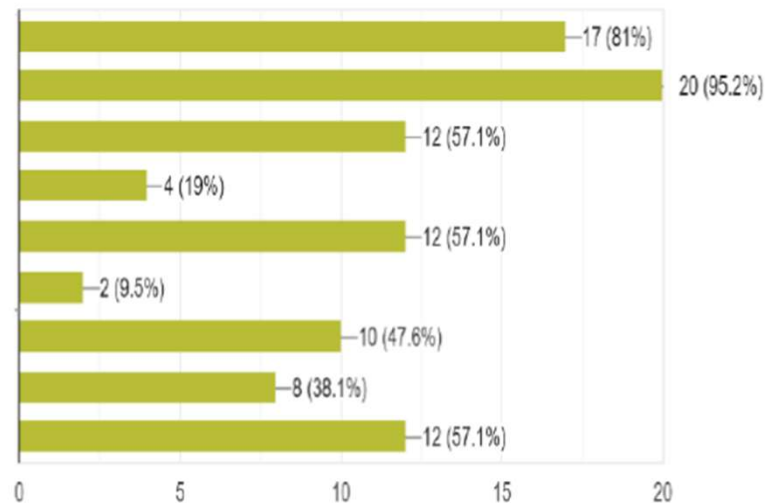


Survey – Going digital: status & challenges

6. In which areas does your organization already run digitalization projects/programs?

21 responses

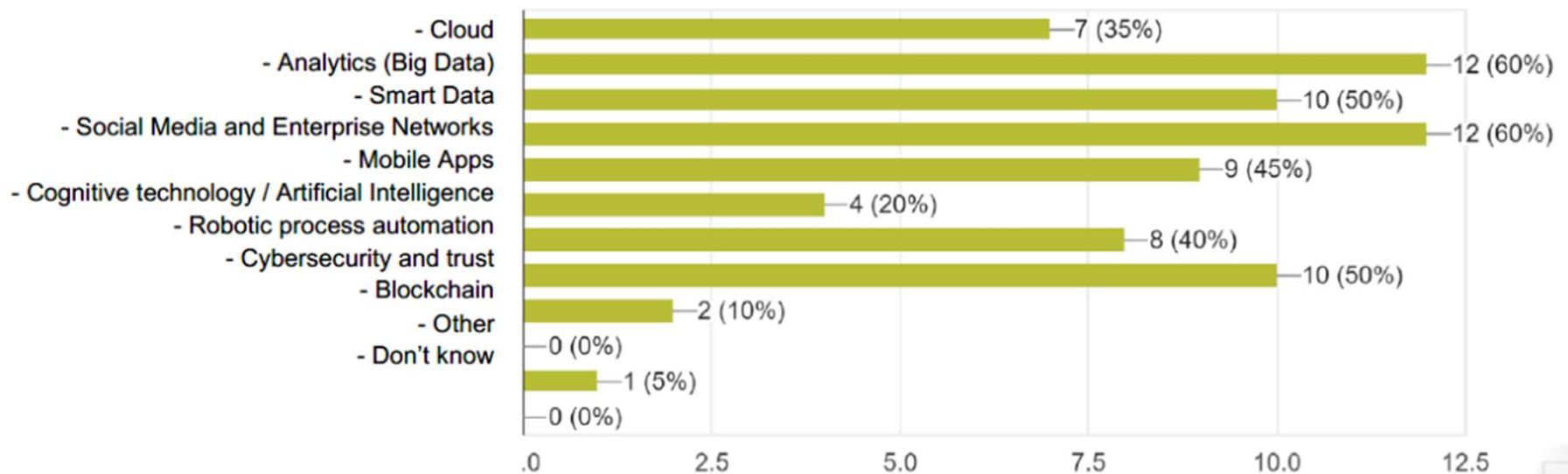
- Online applications for guarantees
- Communication with banks/SMEs
- Analysis of guarantee applications
- Automatic decisions procedures, AI
- Issue of guarantee / Digital signature
- Changes of guarantee programs
- Calculation and processing of payments
- Impact analysis (data analysis)
- Information, communication, marketing, cross selling, multiple service impact



Survey – Going digital: status & challenges

16. To the best of your knowledge, which specific technology will be the most important to your organization in the next 3 to 5 year?

20 responses

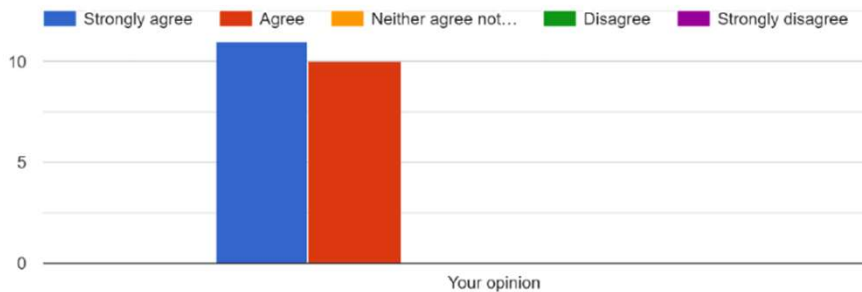


Survey – Going digital: status & challenges



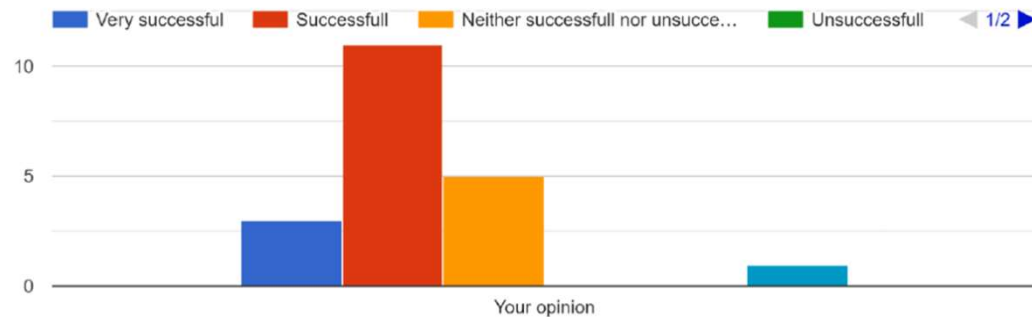
3. To what extent do you agree with the following statement: "Being a digital organization is important for the success of my organization"?

21 responses



9. What is in your opinion the outcome of digital business initiatives in your organization currently?

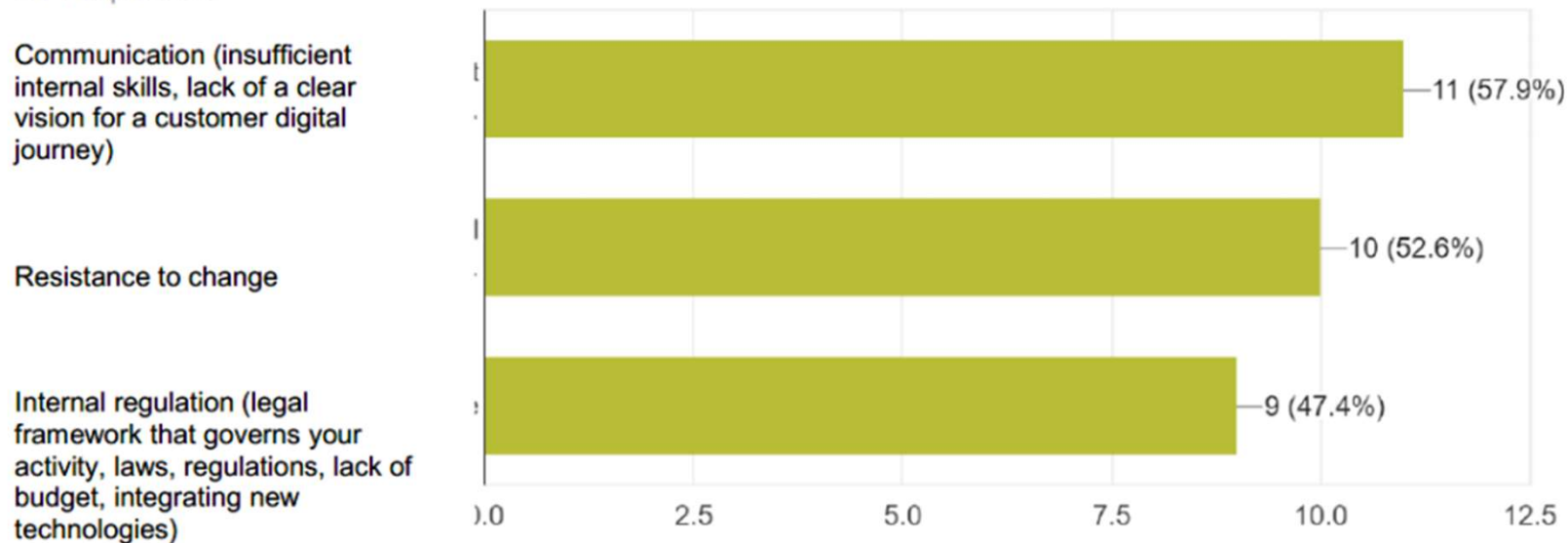
21 responses



Survey – Going digital: status & challenges

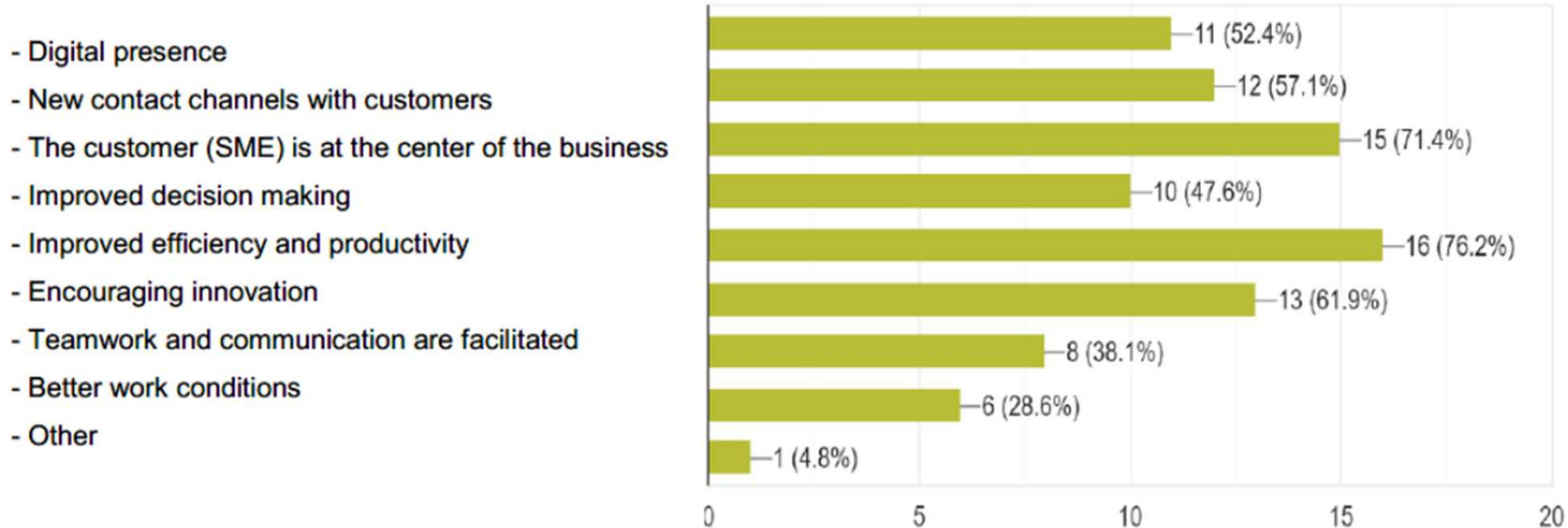
18. Which are the biggest organizational challenges that you are facing during the implementation of your digital strategy?

20 responses



Survey – Going digital: status & challenges

19. Which are the key success drivers - projected advantages of the digital initiatives of your organization

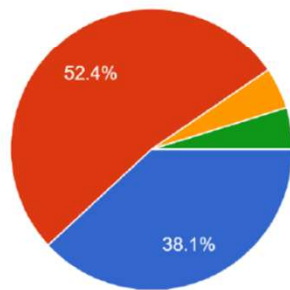


Survey – Going digital: status & challenges



20. Have you already or intend to monitor if these advantages are passed on to the final beneficiary?

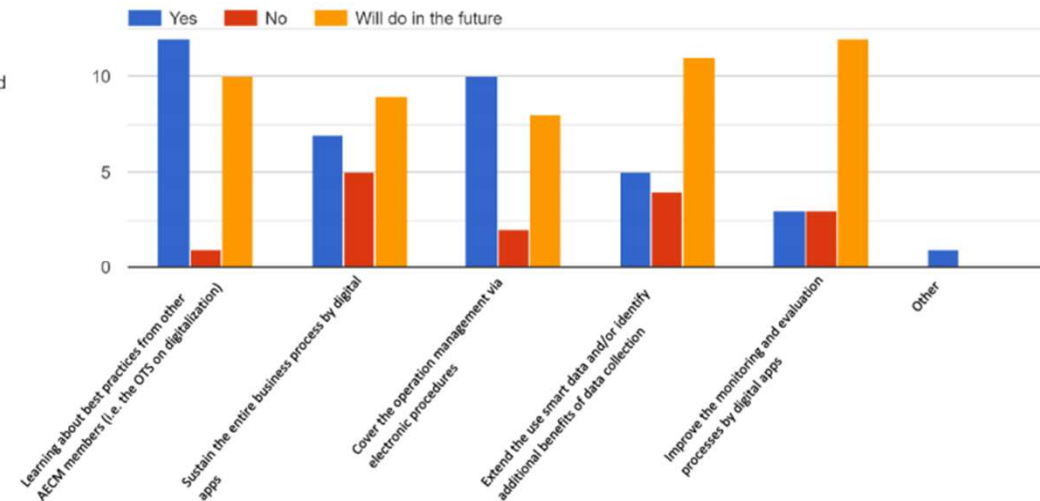
21 responses



- Yes
- No
- It is self evident that all efforts of improving our services, may they be of digital or another nature, are aimed at creating added value to our customers.
- only intend

21. Indicate the measures used by your organization to drive the digital transformation journey

21 responses




Main conclusions

- a. **Guarantee institutions have started collaborating with Fintechs; acceleration to be expected**
- b. **All the surveyed members agreed that “being digital is important for the success of any organization“**
- c. **Main areas of activity: Communications with banks / SMEs, online applications, digital signature, mobile app, etc.**
- d. **For the future: Big Data, social media, mobile app, cybersecurity, crowdlending platforms, etc.**
- e. **Key drivers to digitalize: Efficiency, enhanced outreach to SMEs**



Thank you for your kind attention !



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of AECM



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