Digital Transformation in Non-Interest Banking: AI
From Manual Processes to Intelligent Automation

Amsterdam (Netherlands)

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Introduction

Non-interest banking institutions, including Islamic and ethical banks, are entering a phase where digital transformation is no longer optional but essential. Increasing customer expectations, tighter regulatory requirements, and growing operational complexity are forcing these institutions to move away from manual, paper-based processes toward intelligent, technology-driven operating models. This transition must be achieved while maintaining full compliance with Shariah principles and ethical banking standards.

This five-day course is designed to support non-interest financial institutions in their journey from manual operations to AI-enabled intelligent automation. The program combines strategic perspective with practical implementation, focusing on process digitization, artificial intelligence, automation technologies, and governance frameworks. Participants will gain a structured roadmap for implementing AI-driven transformation that enhances operational efficiency, service quality, and risk management without compromising the core values of non-interest banking.

Course Objectives

By the end of this course, participants will be able to:

- Understand digital transformation concepts within the context of non-interest banking.
- Identify manual processes suitable for digitization and automation.
- Apply artificial intelligence and intelligent automation to key banking operations.
- Align digital initiatives with Shariah and ethical compliance requirements.
- Assess data readiness and technology infrastructure needs.
- Manage operational, compliance, and technology risks associated with AI adoption.
- Develop a practical and actionable digital transformation roadmap.
- Enhance customer experience through digital and automated solutions.

Course Outlines

The course is delivered over five training days, with each day addressing a critical aspect of digital transformation in non-interest banking.

Day 1: Digital Transformation Foundations in Non-Interest Banking

- Overview of non-interest banking models and operational structures.
- Key drivers of digital transformation in Islamic and ethical finance.
- Transition from manual processes to digital workflows.
- Introduction to artificial intelligence, automation, and emerging financial technologies.
- Challenges and opportunities unique to non-interest banking.
- Case examples of digital transformation initiatives in non-interest financial institutions.

Day 2: Process Digitization and Intelligent Automation

- Identifying high-impact manual processes for automation.
- Business process re-engineering in non-interest banking.
- Use of robotic process automation in banking operations.
- Intelligent document processing and workflow automation.
- Integration of automation solutions with core banking systems.
- Measuring efficiency gains and operational performance improvements.

Day 3: AI Applications in Non-Interest Banking Operations

- AI use cases in customer onboarding and identity verification.
- Supporting financing approvals and credit assessment in a non-interest-compliant manner.
- Fraud detection and transaction monitoring using AI-driven analytics.
- Customer service automation through chatbots and virtual assistants.
- Data management and analytics for AI-driven operational insights.
- Ensuring transparency and explainability of AI-based decisions.

Day 4: Governance, Compliance, and Risk Management

- Shariah governance considerations in digital transformation initiatives.
- Managing model risk and operational risk in AI systems.
- Data privacy, cybersecurity, and ethical AI principles.
- Regulatory expectations for digital and AI-enabled banking services.
- Internal controls, auditability, and accountability in automated processes.
- Change management and workforce readiness for digital transformation.

Day 5: Strategy, Implementation, and Future Readiness

- Designing a structured digital transformation roadmap.
- Prioritizing AI initiatives based on business value and compliance impact.
- Vendor selection and technology partnership strategies.
- Key performance indicators and performance monitoring for digital initiatives.
- Future trends in artificial intelligence and automation for non-interest banking.
- Case study workshop on transitioning from manual processes to intelligent automation.
- Final review and identification of key success factors.

Why Attend This Course? Wins & Losses!

- Gain a clear understanding of AI-driven digital transformation in non-interest banking.
- Learn how to replace manual processes with intelligent automation.
- Ensure digital initiatives remain compliant with Shariah and ethical principles.
- Improve operational efficiency and service quality.
- Strengthen governance, risk management, and regulatory compliance.
- Develop a practical and implementable digital transformation roadmap.

Conclusion

The Digital Transformation in Non-Interest Banking: AI - From Manual Processes to Intelligent Automation course

provides a structured and practical approach to modernizing banking operations responsibly. Over five days, participants explore how digital technologies and artificial intelligence can enhance efficiency, transparency, and customer experience while preserving the fundamental principles of non-interest banking.

This program is well suited for banking professionals, operations leaders, and transformation teams seeking to modernize their institutions in a sustainable and compliant manner within an increasingly digital financial landscape.

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