Digital Transformation and Artificial Intelligence in Finance

Kuala Lumpur (Malaysia)

28 December 2026 - 1 January 2027

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Code: AI32 From: 28 December 2026 - 1 January 2027 City: Kuala Lumpur (Malaysia) Fees: 4900 Pound

Introduction

Digital transformation and artificial intelligence have become key drivers in the development of the financial sector. Financial institutions increasingly rely on data, automation, and intelligent analytics to improve operational efficiency, enhance service quality, and support more accurate financial decision-making. Digital technologies are no longer optional tools; they are now essential to competitiveness, risk management, customer experience, and institutional performance.

This course focuses on the relationship between digital transformation and artificial intelligence in finance, and how modern technologies can be used to improve financial operations, analyze data, develop digital services, and strengthen control and compliance. It also covers artificial intelligence applications in financial forecasting, risk management, fraud detection, process automation, and customer experience improvement.

The course is structured over five days in a logical sequence. It begins with the fundamentals of digital transformation in finance, then moves into artificial intelligence applications, financial data analysis, operational improvement, risk management, and practical implementation. The content is designed to help participants build a clear understanding of how these technologies can be applied within financial institutions.

Course Objectives

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

- Understand the concept of digital transformation and its role in developing the financial sector.
- Identify the impact of artificial intelligence on financial and operational performance.
- Analyze the use of data in supporting financial and management decisions.
- Recognize artificial intelligence applications in financial institutions, banks, and investment companies.
- Identify automation opportunities within repetitive financial processes.
- Use intelligent analytics to read financial trends and forecast results.
- Understand the role of artificial intelligence in fraud detection and unusual activity monitoring.
- Recognize risk management requirements in a digital financial environment.
- Analyze the impact of digital transformation on customer experience and financial service quality.
- Understand governance and compliance requirements when applying intelligent technologies.
- Assess the readiness of financial institutions to implement artificial intelligence solutions.
- Develop a practical concept for an artificial intelligence-supported digital transformation initiative in finance.

Course Outlines

Day 1: Introduction to Digital Transformation in Finance

- The concept of digital transformation and its importance in financial institutions.
- The evolution of financial services in the context of modern technologies.
- The relationship between digital transformation and artificial intelligence in finance.

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- The impact of digital transformation on business models and financial services.
- The role of data in building more accurate financial decisions.
- Practical examples of digital technology applications in the financial sector.

Day 2: Artificial Intelligence Applications in Financial Operations

- Key uses of artificial intelligence in the financial sector.
- Automating repetitive financial processes and reducing manual procedures.
- Using artificial intelligence to process financial transactions and improve speed.
- Improving operational accuracy by reducing processing errors.
- Measuring the impact of intelligent automation on efficiency and productivity.
- Practical application on identifying opportunities to improve a financial process using artificial intelligence.

Day 3: Financial Data Analysis and Decision Support

- The importance of financial data in building intelligent analytical models.
- Collecting, organizing, and preparing financial data for analysis.
- Using predictive analytics to read financial trends.
- Supporting financial planning, investment, and cost management decisions through data.
- Analyzing financial indicators generated by intelligent tools.
- Practical application on reading a financial case and linking analysis results to a management decision.

Day 4: Risk Management and Compliance in the Digital Environment

- The role of artificial intelligence in fraud detection and unusual activity monitoring.
- Analyzing credit, liquidity, and operational risks using intelligent models.
- Privacy and data security requirements in financial institutions.
- The importance of governance and transparency when applying artificial intelligence solutions.
- Compliance with policies and regulatory procedures in financial digital transformation.
- Practical application on assessing the risks of using an intelligent technology in a financial process.

Day 5: Customer Experience and Integrated Digital Transformation Application

- The impact of digital transformation on customer experience in financial services.
- Using artificial intelligence to personalize financial services and offers.
- Improving digital communication channels and response speed to customer needs.
- Assessing the readiness of a financial institution to implement digital transformation initiatives.
- Developing indicators to measure the success of artificial intelligence initiatives in finance.
- Integrated application for building a practical concept for an artificial intelligence-supported digital transformation initiative.

Why Attend this Course: Wins & Losses!

- Gain a clear understanding of the role of digital transformation in developing the financial sector.
- Identify artificial intelligence applications that improve financial operations.
- Improve the ability to use data in financial decision-making.
- Understand how to automate repetitive processes and reduce operational errors.
- Develop the ability to analyze financial trends using intelligent analytics.
- Learn how modern technologies support fraud detection and risk management.

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- Understand governance, privacy, and compliance requirements in the digital environment.
- Improve the ability to assess institutional readiness for artificial intelligence implementation.
- Connect digital transformation with customer experience and financial service quality.
- Develop a practical concept for digital transformation initiatives inside financial institutions.

Conclusion

The Digital Transformation and Artificial Intelligence in Finance course provides a practical training framework that helps participants understand how modern technologies can be used within financial institutions in a structured and business-focused way. The course covers the key areas of digital transformation, artificial intelligence applications, financial data analysis, operational improvement, risk management, compliance, and customer experience.

The program follows a clear sequence, starting with the general concepts of digital transformation in finance, then moving into practical artificial intelligence applications in financial operations. It then focuses on data analysis and decision support before addressing risk management, governance, and integrated application. This structure helps participants understand how intelligent technologies can become an integrated part of institutional performance rather than separate technical tools.

Through the integrated application on the final day, participants will connect the course content with a practical case inside a financial institution, analyze opportunities for using artificial intelligence, and define requirements, risks, and success indicators. The course provides applicable knowledge across areas such as financial management, operations, investment, risk, compliance, customer service, and digital transformation, supporting better efficiency, stronger decisions, and improved financial service quality.

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