

# Digital transformation to a connected future

Implications for the payments industry

Greg Davidson, CEO - Datacom Group

# Digital transformation and the payments industry

Three key areas:

- Open banking solutions and Real Time Debit
- Digital identity
- Cloud storage

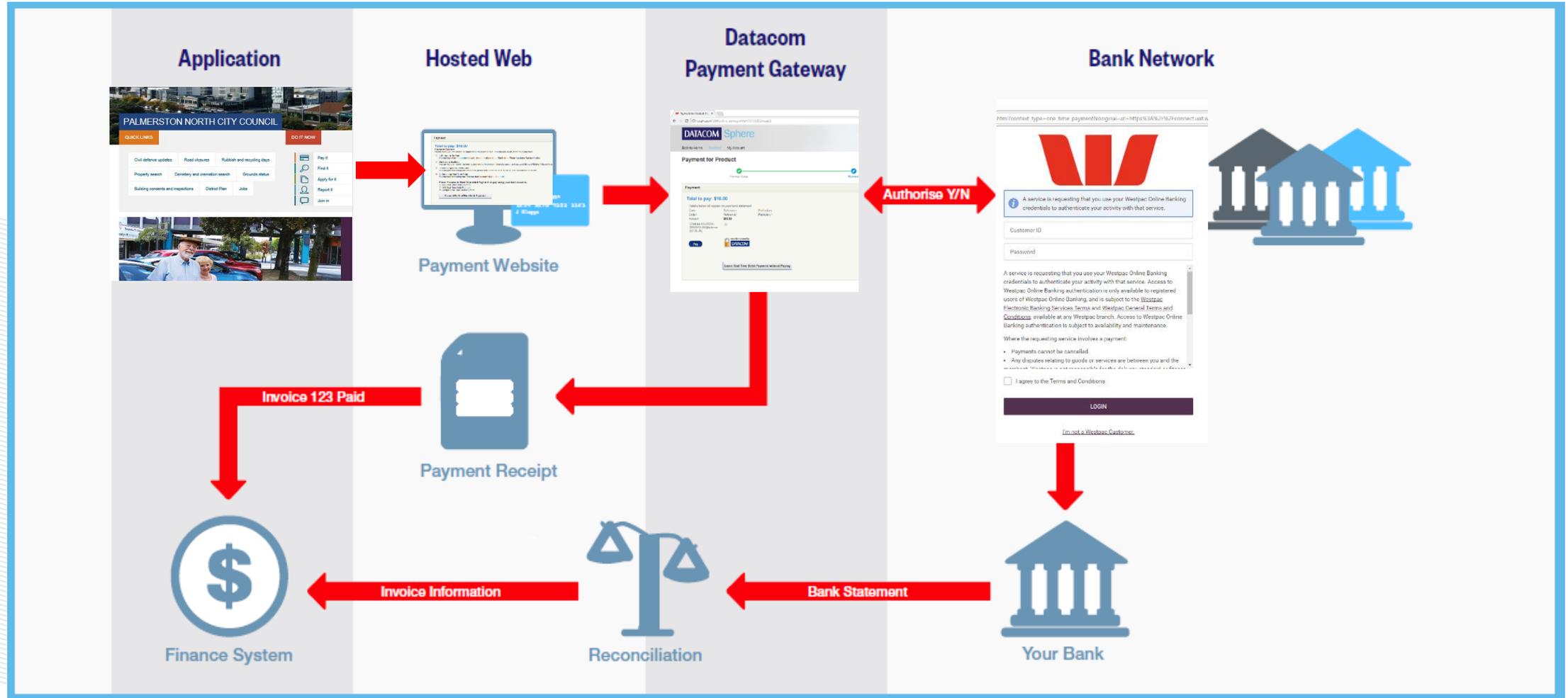
Major themes:

- Transformation is hugely misunderstood
- Cooperation to solve shared problems, as well as competition
- Global trends and how these are playing out locally
- The New Zealand landscape compared with the Australian landscape

# Transforming customer engagement in Local Government

- We've been working with councils for 10 years to transform their customer engagement processes and to simplify delivery of services to their communities
- As you move to self-service solutions you need better control over the payment workflow and reconciliation processes
- Card based solutions work well but don't meet the needs of all consumers all of the time – we needed an alternative that was able to offer a similar experience online
- Real Time Debit is a new way for consumers to make payments directly from their bank accounts without the need for a credit or debit card

# Datacom Payment Gateway - RTD process flow





- [Our Services](#)
- [Do It Online](#)
- [Payment Options](#)**

## Payment Options

### Contents

- [Online by Credit card, Debit card and Real Time Debit](#)
- [Cash Payments](#)
- [Direct Debit](#)
- [Post](#)
- [Telephone or Internet Banking/Bill Pay](#)

### Online by Credit card, Debit card and Real Time Debit

Check out the range of invoices that can be paid online on our [Pay It Online](#) page. We accept Visa and Mastercard Credit and Debit cards.

We recommend reading the [Online payments - Terms and Conditions](#) before using the online payment facilities.

[Make an Online Payment now](#)

- [Apply For It](#)
- [Find It](#)
- [Pay It](#)
- [Report It](#)
- [Request It](#)
- [Say It](#)

# Where Real Time Debit fits in the payments landscape

- Real Time Debit has many customer applications:
  - \_ Builders paying for consents from councils in a more streamlined way
  - \_ Utilities, insurers and debt collection agencies taking one-off and regular payments
  - \_ Corporates wanting alternatives to credit/debit card payment processing.
- We are working with the Payments NZ working group as part of its open banking initiative
- Looking forward to bringing banking partners API pilots to market later in the year

# Digital identity

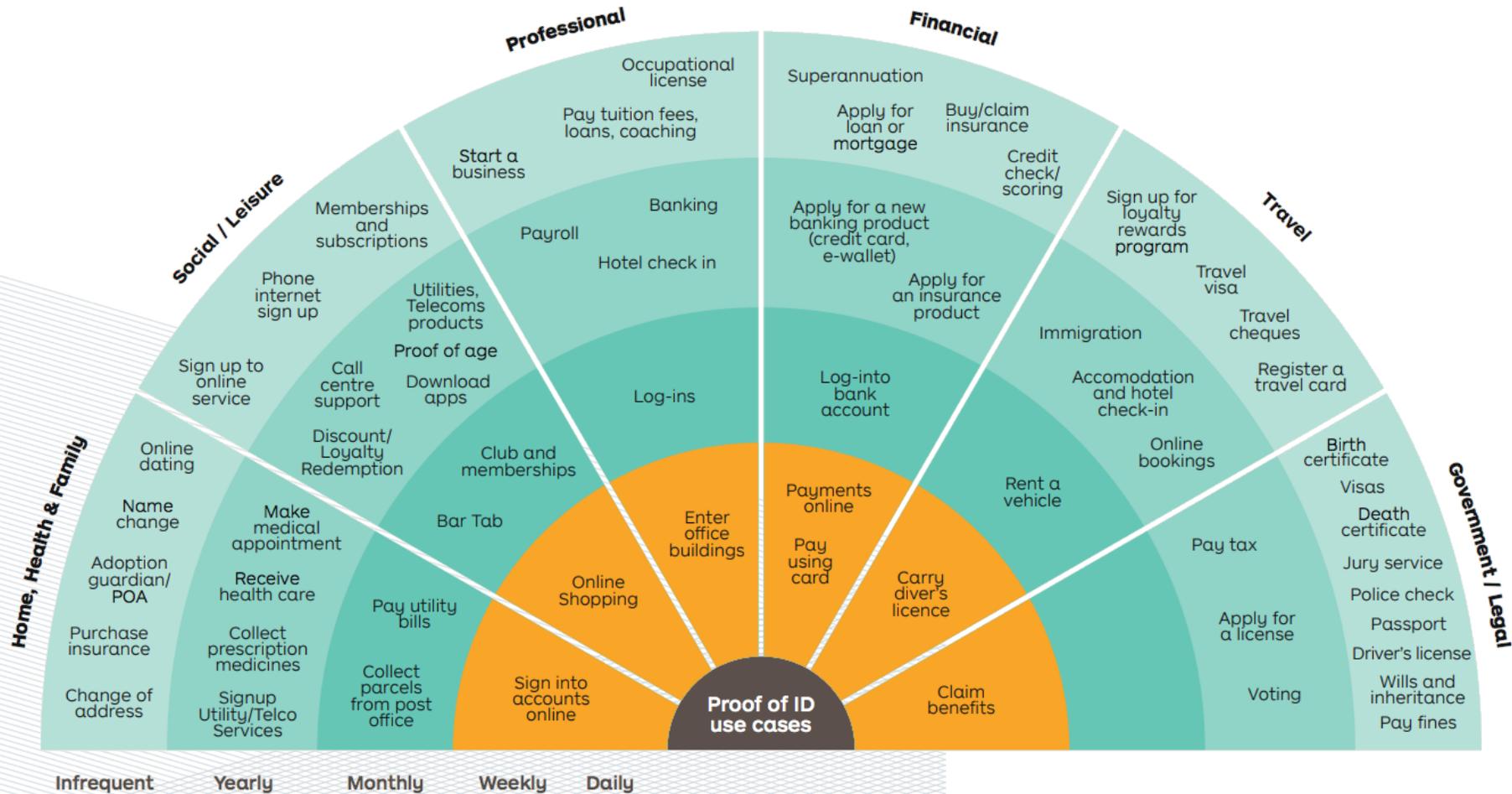
Customer privacy and identity management

Lack of digital identity – our number one problem?

Proof of identity – a prerequisite to accessing critical services



# A rich array of data



Source: digital-identity-white-paper, CDG, 2016

# Challenges

Current approach – analogue, time consuming and costly

The shadow of GDPR

Data breaches



# The opportunity

“Digital identity needs to be solved through collaboration before a competitive layer can be added on top”

## **2018 – establishment of the New Zealand Digital Identity Forum**

A cross-industry collaboration working towards common principles, protocols and standards to enable a Digital Identity eco-system for New Zealand.

# The Australian solution...

The Sydney Morning Herald

## Government plan to move almost all services online within seven years

By Sally Whyte  
12 June 2018 – 5:49pm

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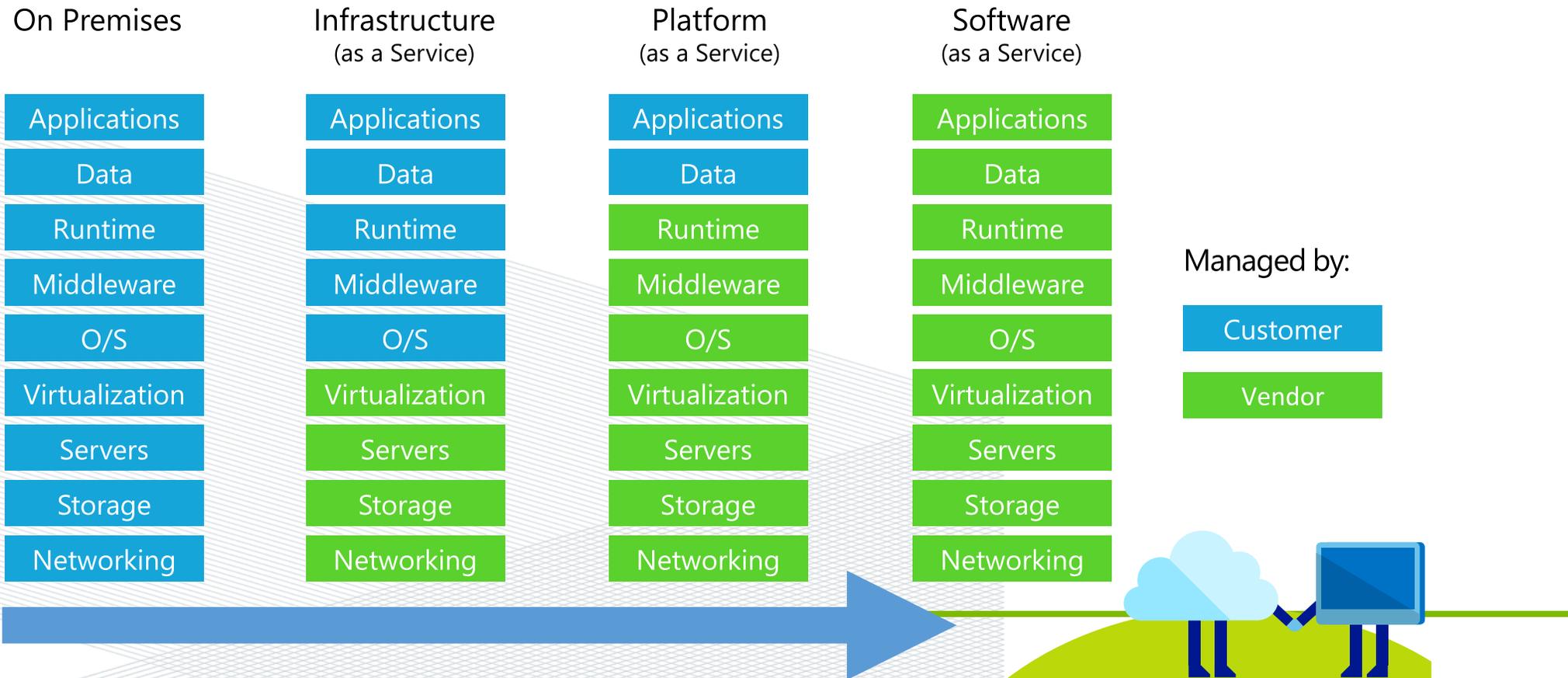
The Australian government is seeking to overcome years of IT bungles and become one of the top three countries in the world for digital government by 2025.

In a speech to the information technology industry on Tuesday, Minister Assisting the Prime Minister for Digital Transformation Michael Keenan said the government wanted almost all government services to be available online in the next seven years.

The **\$90 million** announced in May's budget to develop a single government digital identity would allow individuals to prove their identity to government once and knock out the need for dozens of separate government log ins, the minister said.

# Moving to the Cloud

## Cloud Service Shared Responsibility Model





# Deploying Cloud locally

The tyranny of distance...  
...and the benefits of Hybrid Cloud

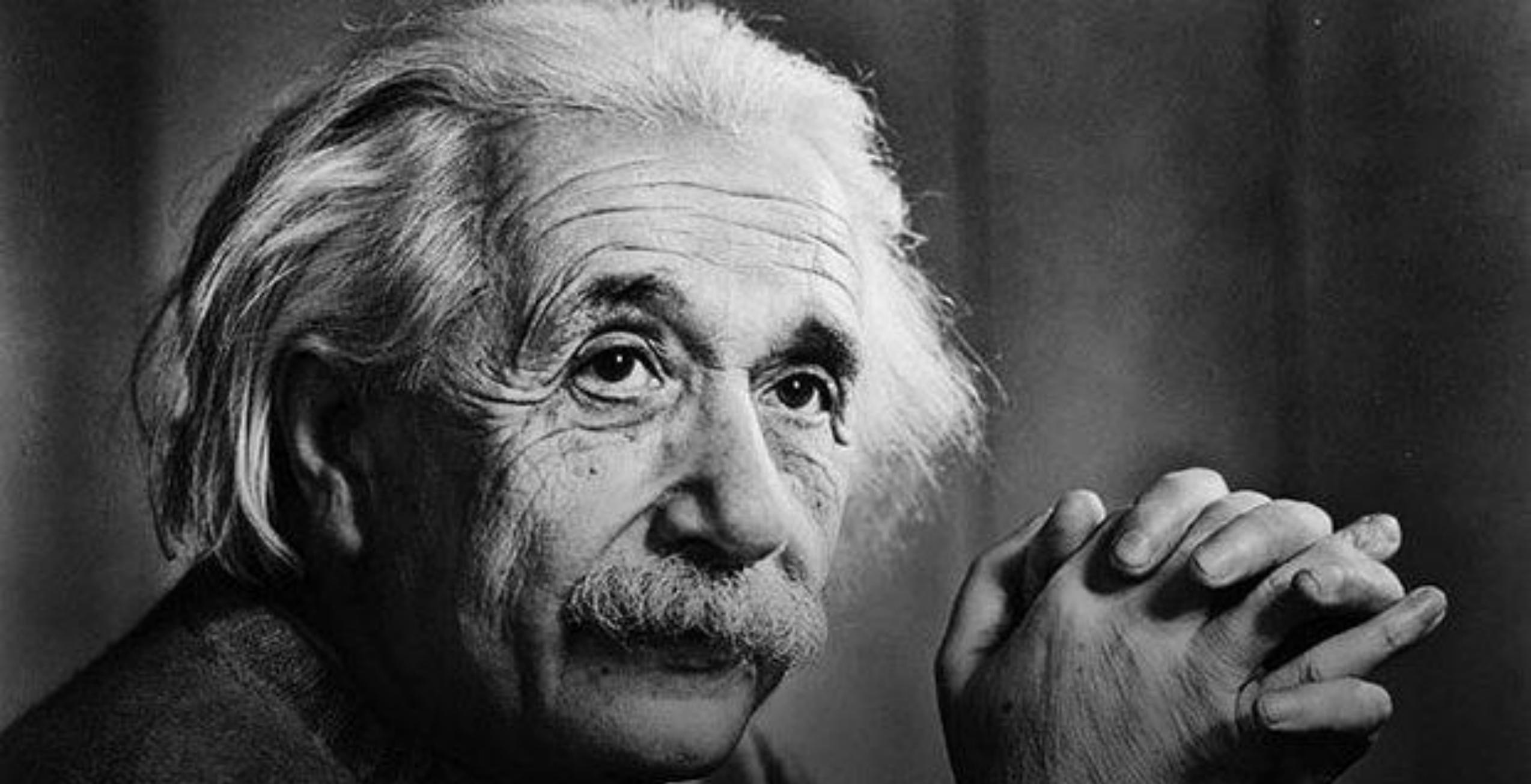
# Summary

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**In the middle of difficulty lies opportunity**

# About Datacom

One of Australasia's largest professional IT services companies – over 5,200 people, and annual revenues of over \$1.2 billion.

Founded in 1965 in New Zealand and now operates across New Zealand, Australia, Asia, Europe and the Americas.

Track record of delivering innovative, cost effective digital and technology solutions, and a trading history of consistent growth and profitability.

Significant presence in the New Zealand Payroll market paying around 300,000 employees, and over half of New Zealand Government agencies use Datacom Cloud Services for Government.

Support Australian commercial and Australian Government customers, including the Western Australian Federal Government.