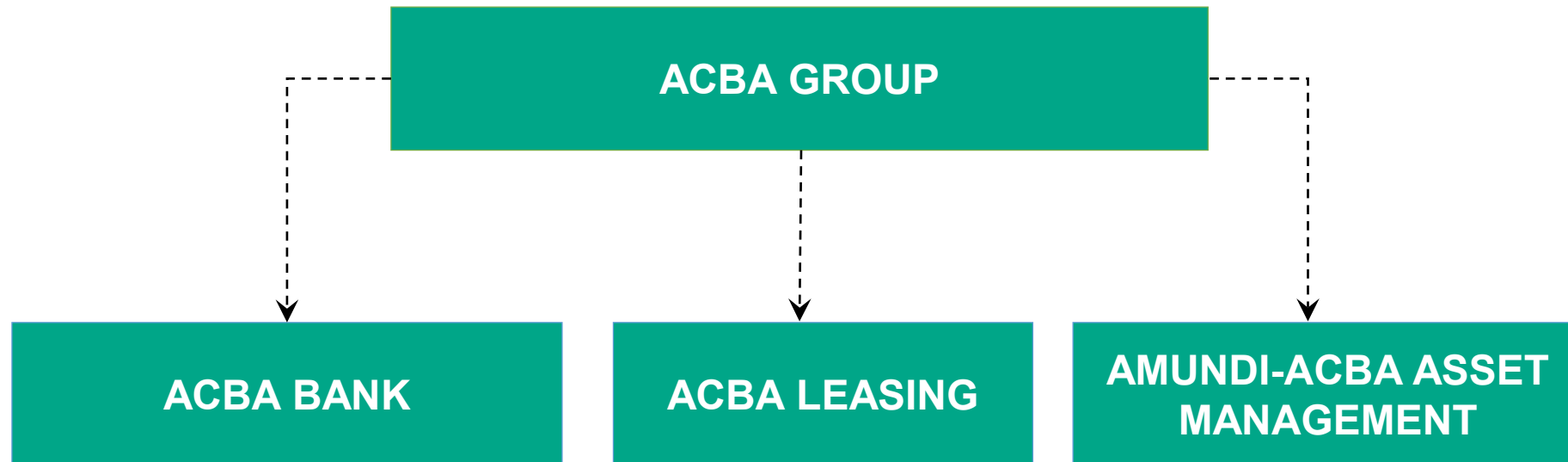


DIGITAL TRANSFORMATION OF ACBA WITH SAP



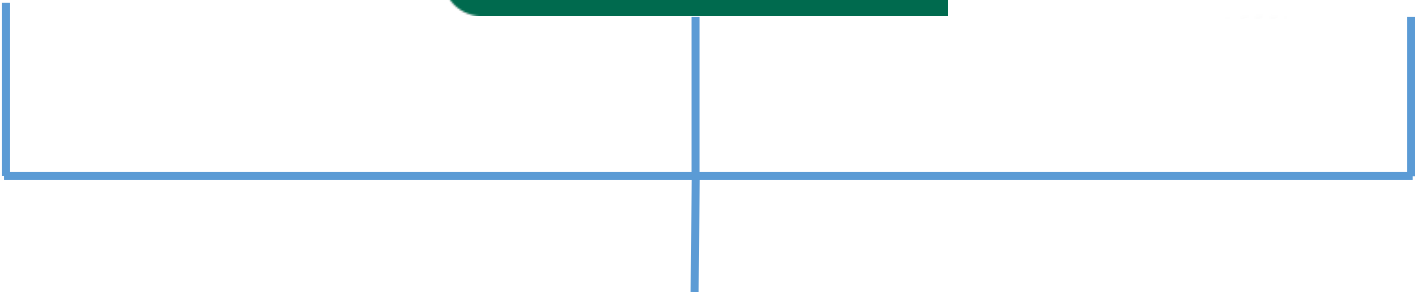
ACBA FINANCIAL GROUP



ACBA BANK SHAREHOLDERS



More than 1,100 employees



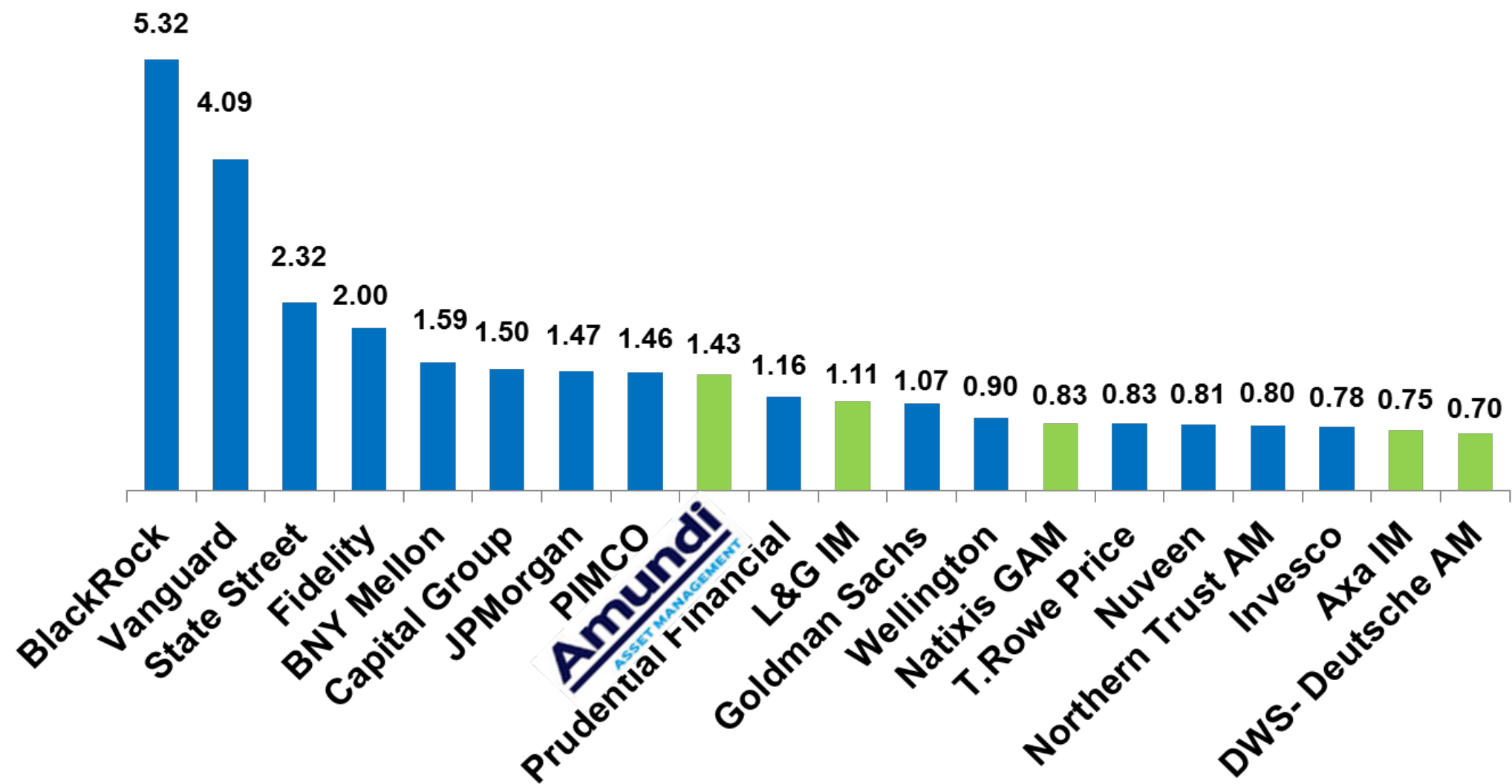


51%

49%



Assets, trillion EUR





- Assets – **1 bln USD**
- Number of employees – **1.500**
- Number of branches – **62**



- Assets: **> 400 mln USD**
- Number of participants: **> 155.000**

2017

December 30, 2017



Signed contract
with SAP



April 16, 2018



We started
implementation of SAP
CRM

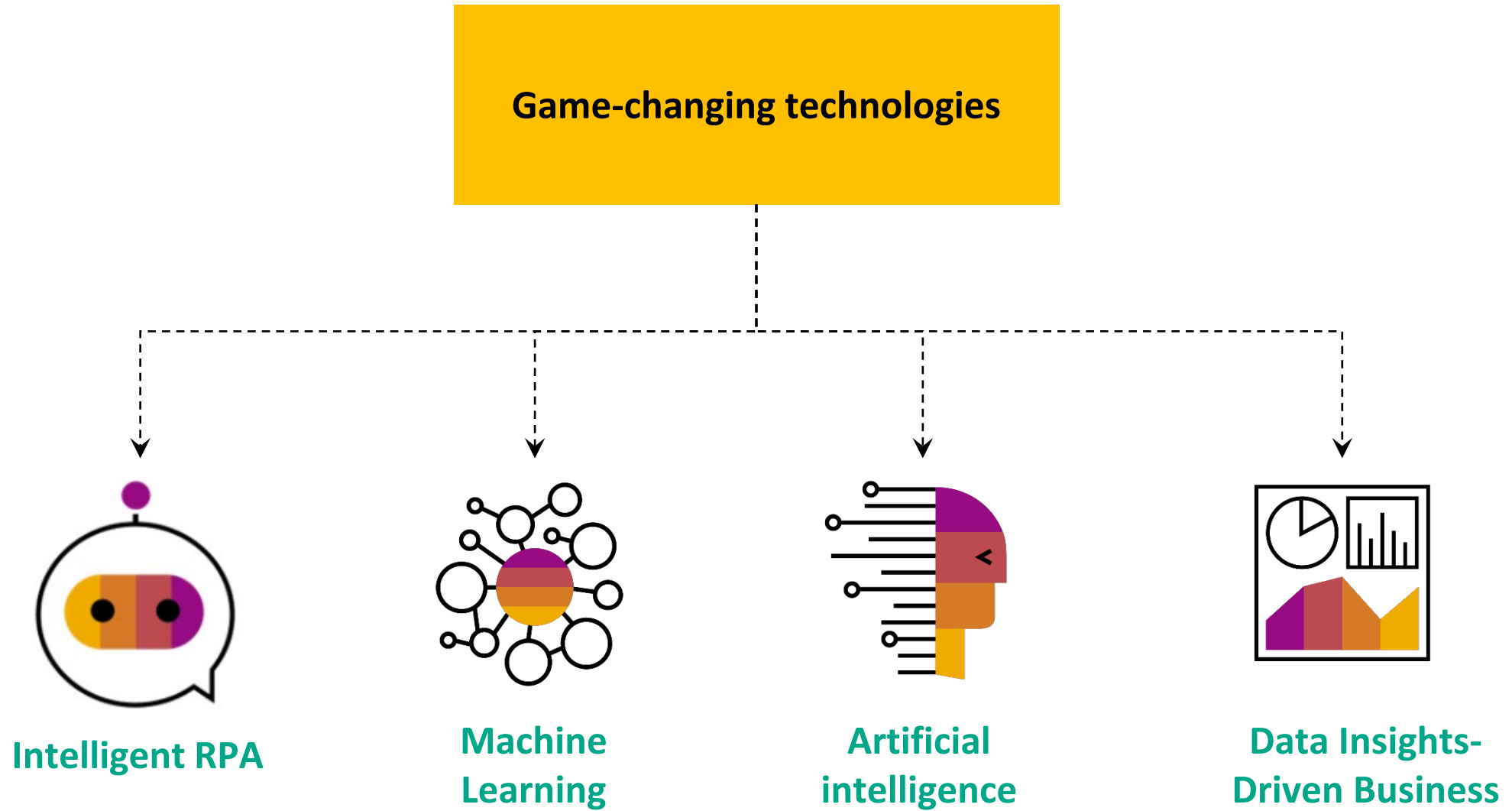


October 12, 2021



Today

2017



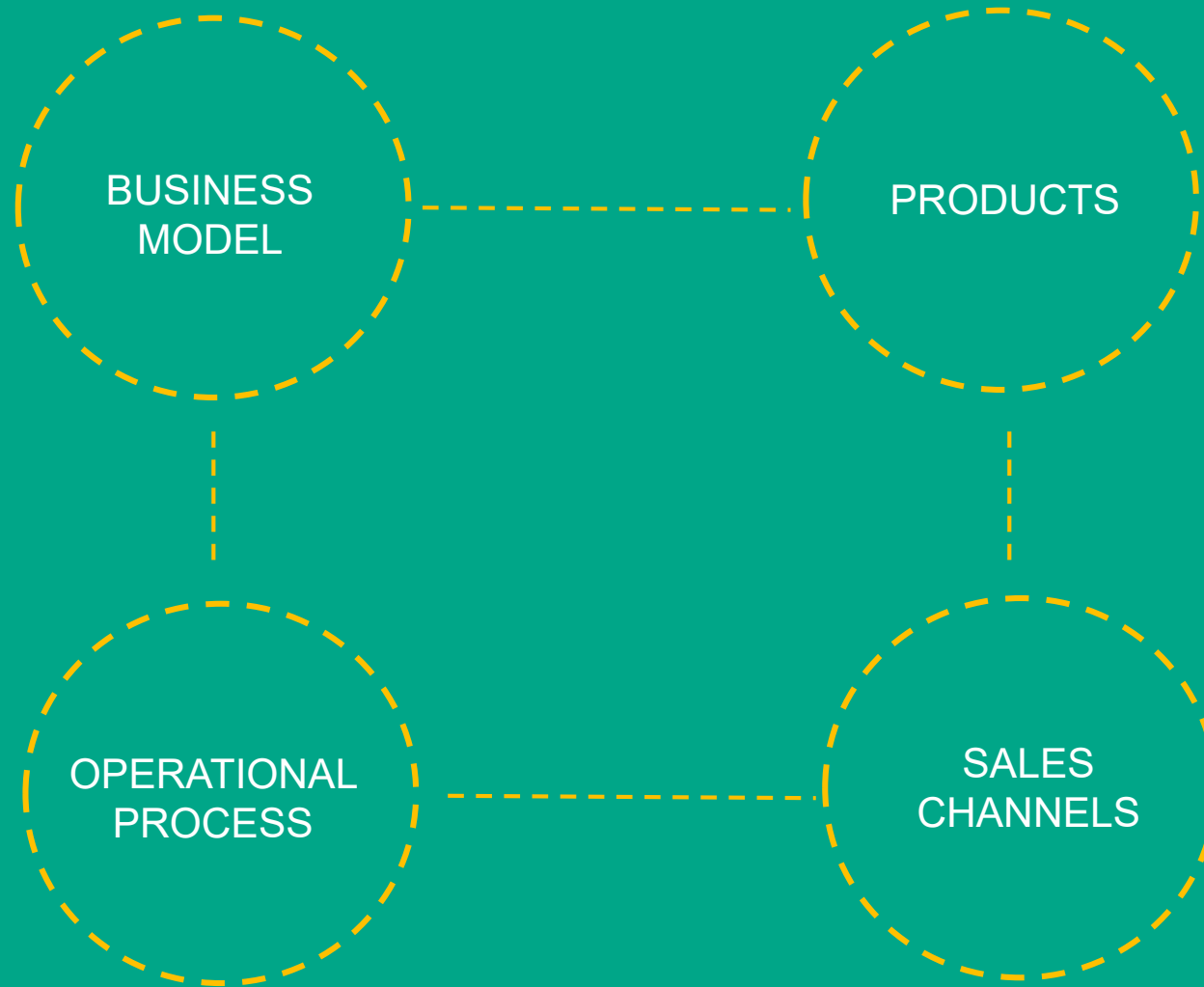
WHY SAP ?



HANA AS A PLATFORM

In memory computing

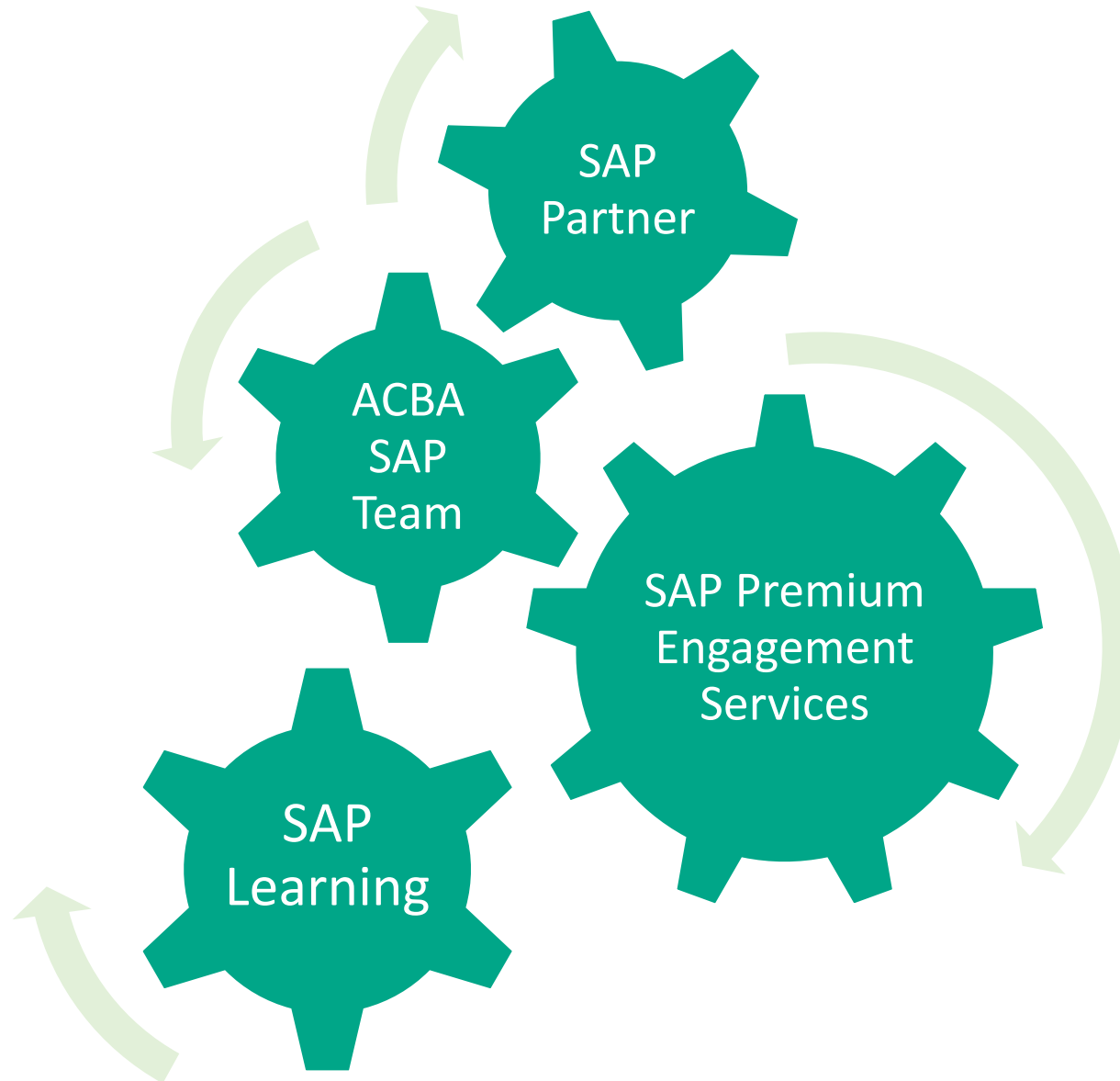
WHAT DIGITAL TRANSFORMATION MEANS TO US



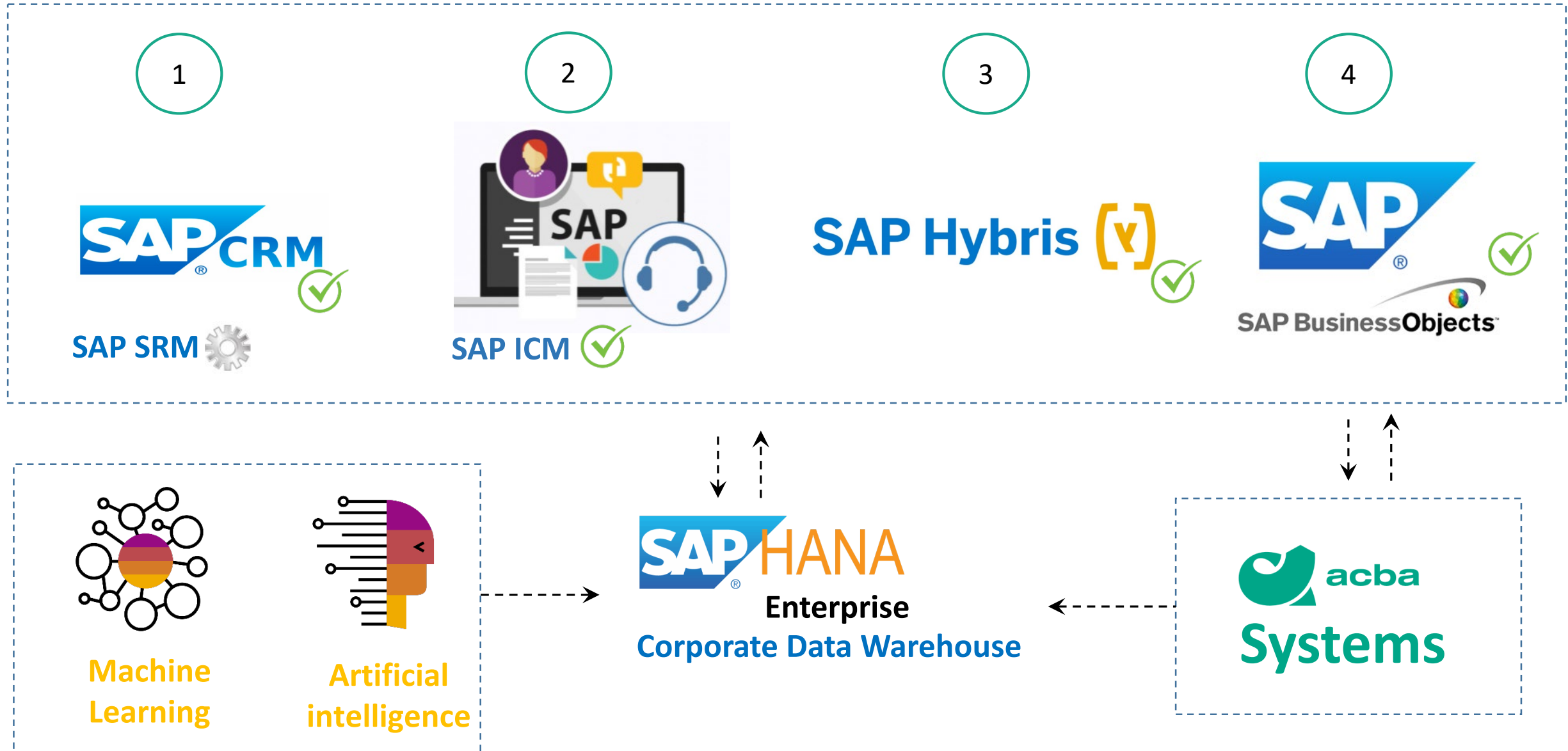
PARTNERSHIP WITH SAP

- SAP HCM ✓
- SAP CRM ✓
- SAP HYBRIS MARKETING ✓
- SAP CONTACT CENTER ✓
- SAP BUSINESS OBJECTS ✓
- SAP SOLUTION MANAGER ✓
- SAP IDENTITY MANAGEMENT ✓
- SAP ENABLE NOW ✓
- SAP CONTENT SERVER ✓
- SAP SUCCESS FACTORS ✓
- -----
- SAP ECOMMERCE ↻
- SAP S/4 HANA TRANSACTIONAL BANKING ↻
- SAP PAYMENT ENGINE ↻
- SAP AUDIT MANAGEMENT ↻
- SAP RISK MANAGEMENT ↻
- SAP ENTERPRISE THREAT DETECTION ↻
- SAP BUSINESS PLANNING AND CONSOLIDATION, BW/4HANA ↻
- CHATBOT on SAP CONVERSATIONAL AI ↻

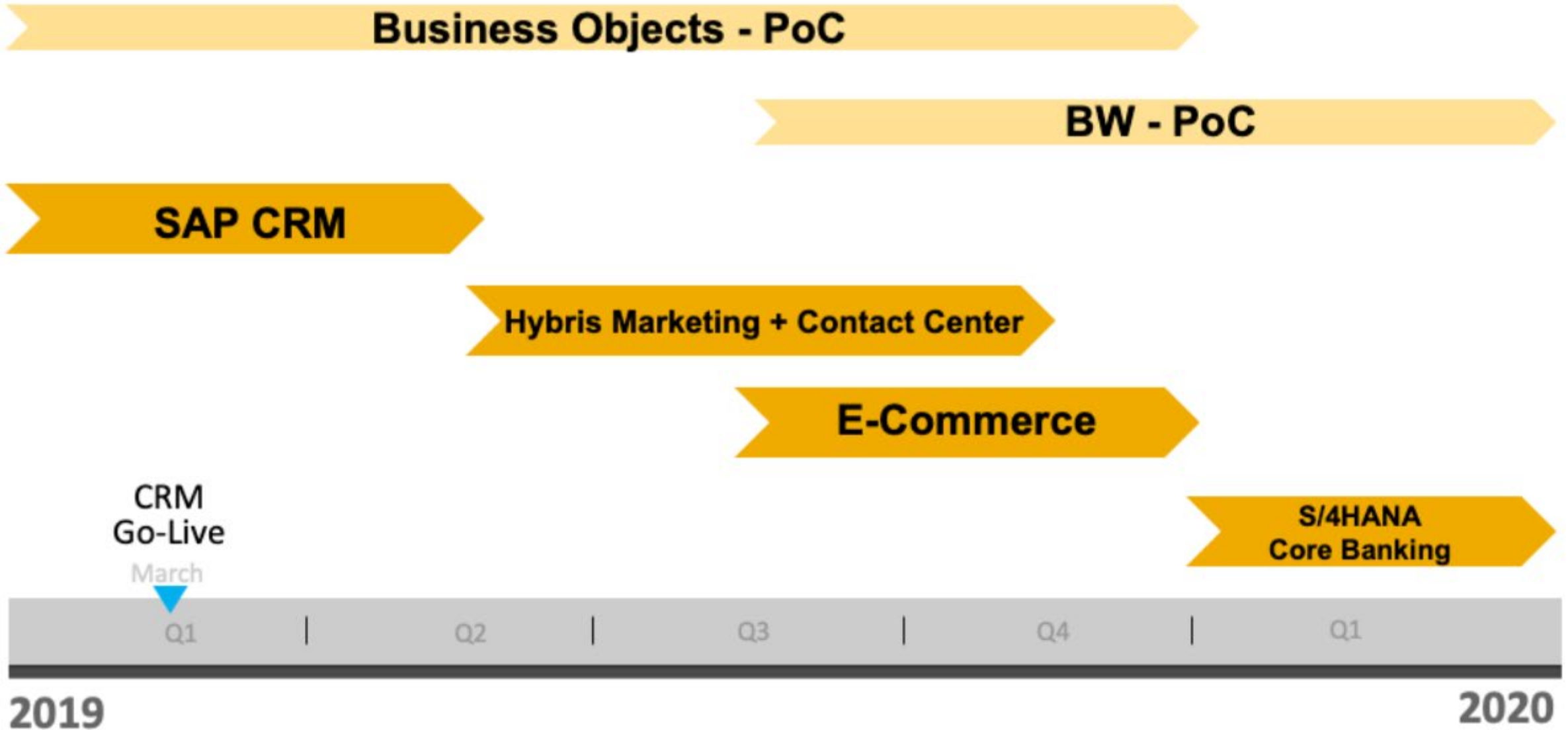
IMPLEMENTATION MODEL



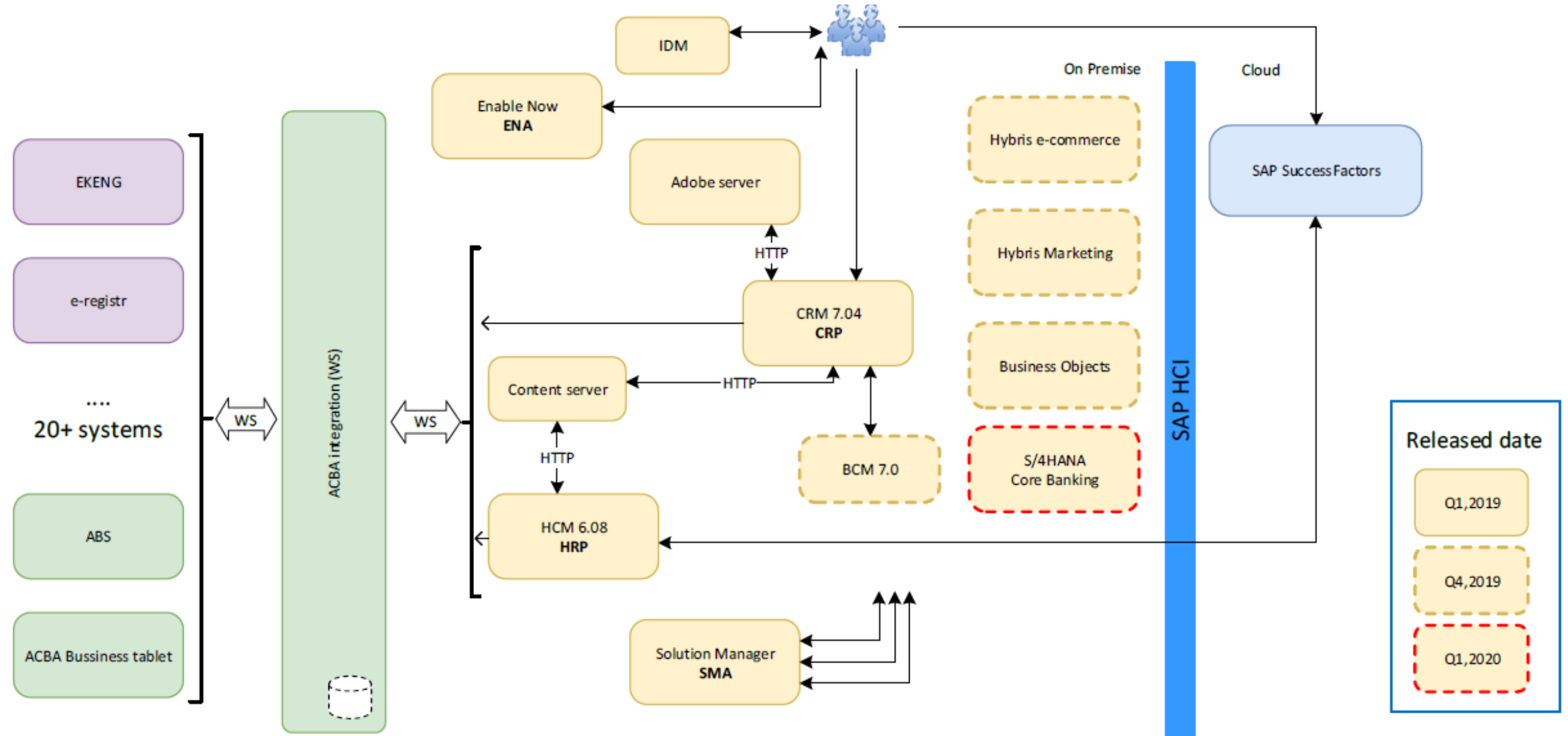
CUSTOMER EXPERIENCE SOLUTIONS

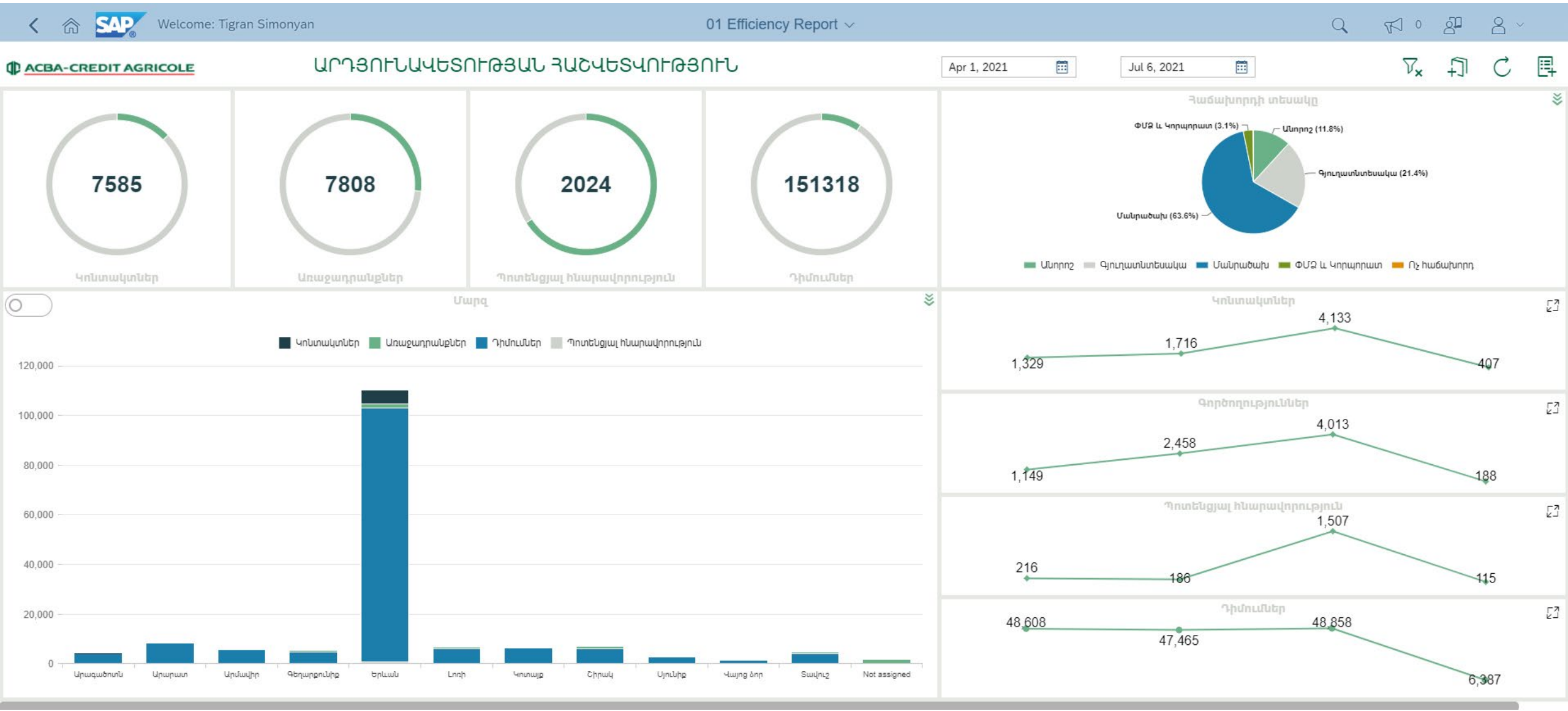


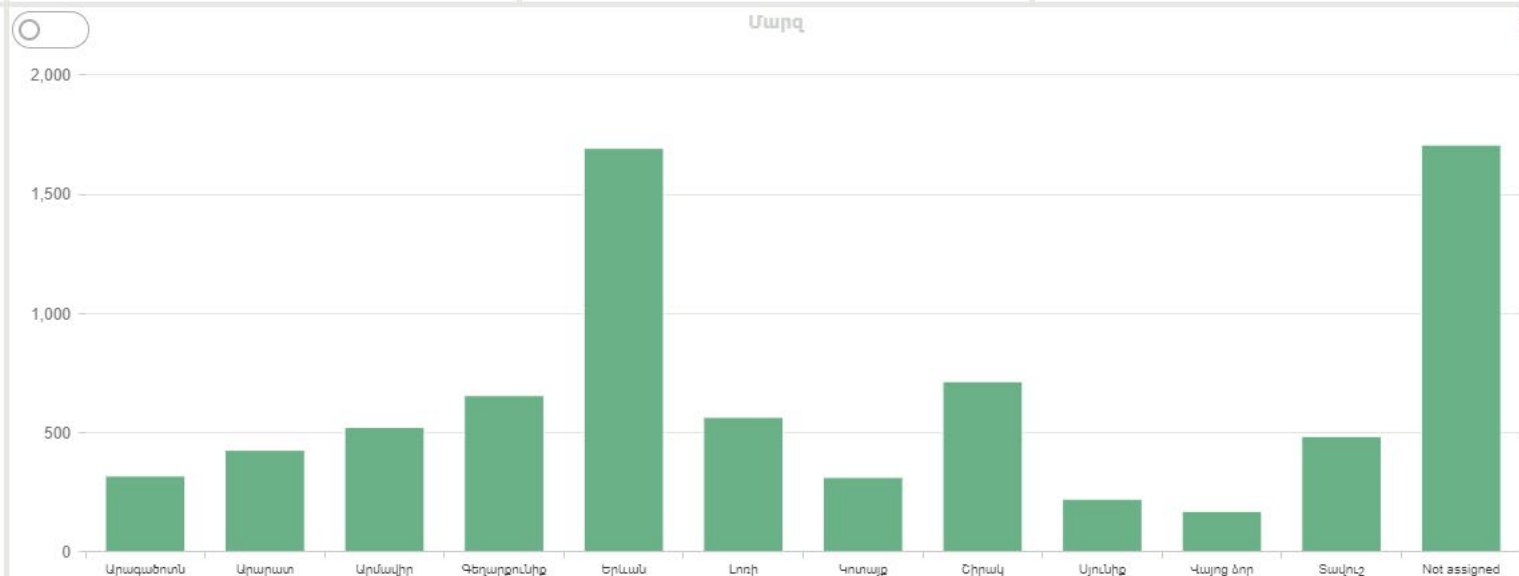
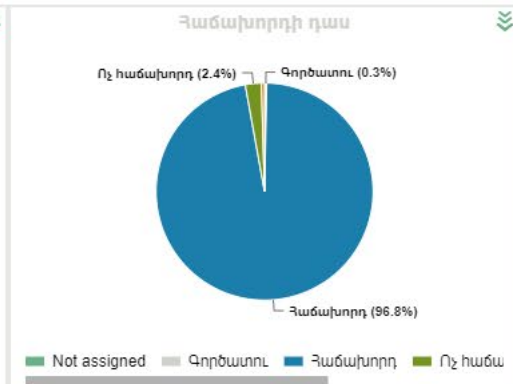
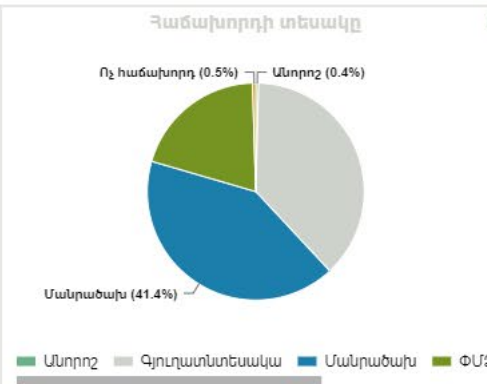
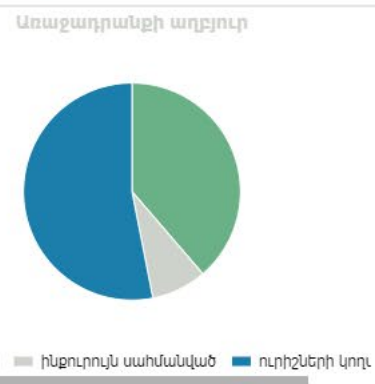
ACBA SAP Implementation plan

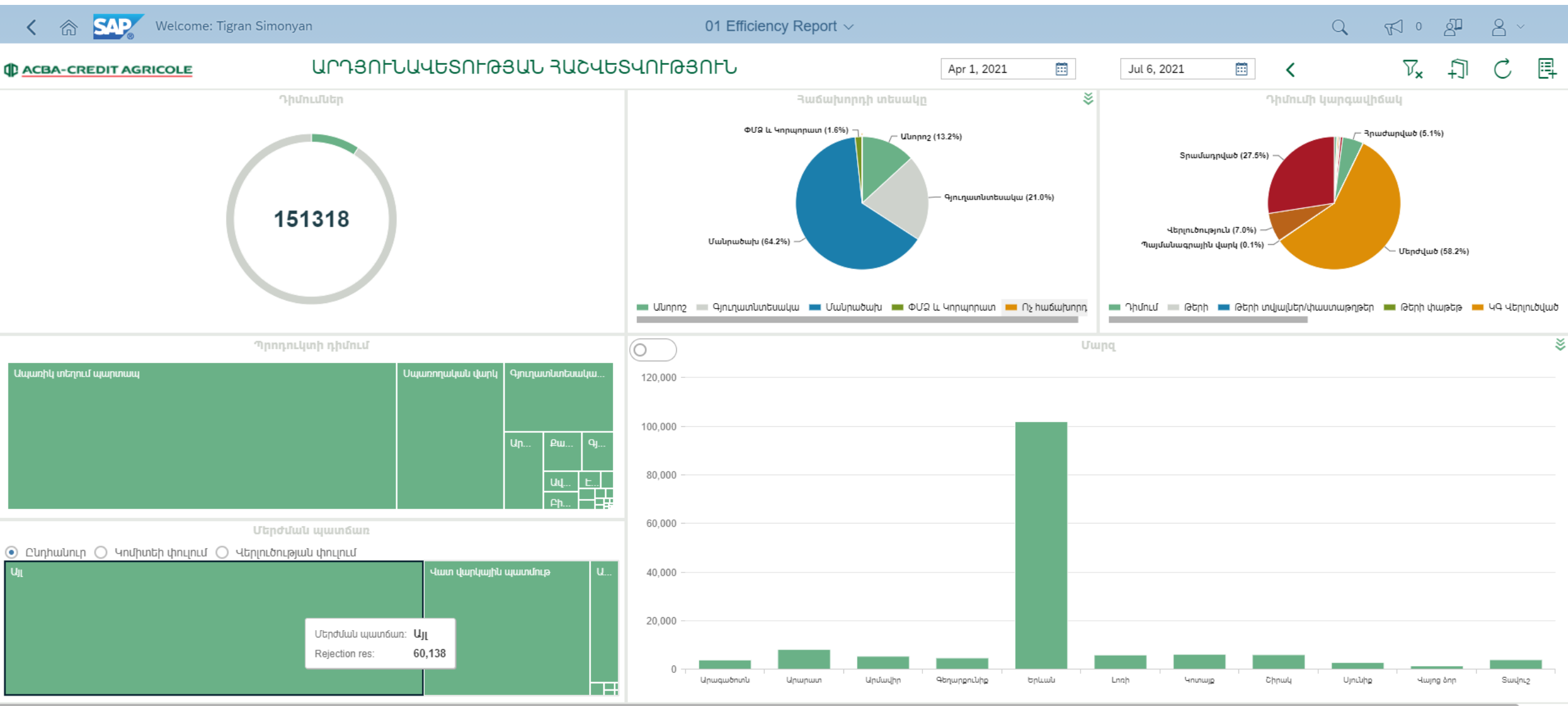


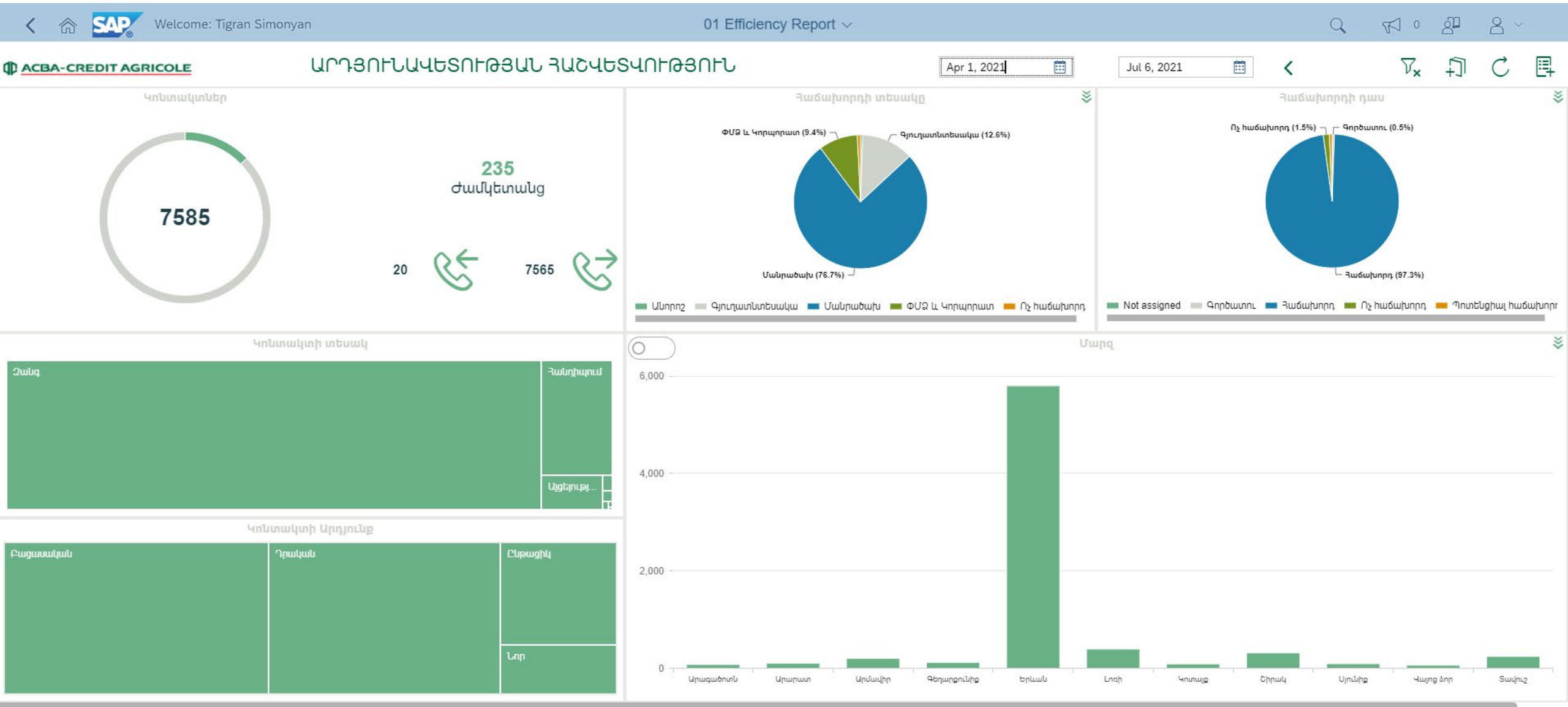
SYSTEM ARCHITECTURE







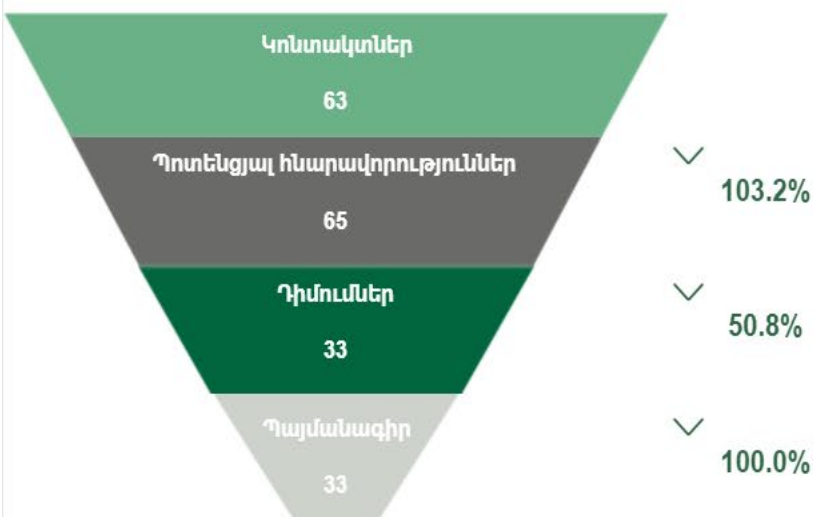




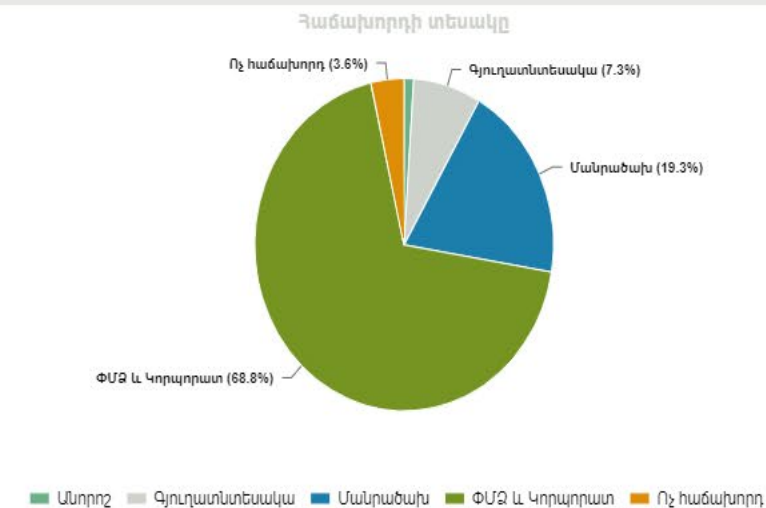
Վաճառքի ձագար

Jun 1, 2021

Jul 5, 2021



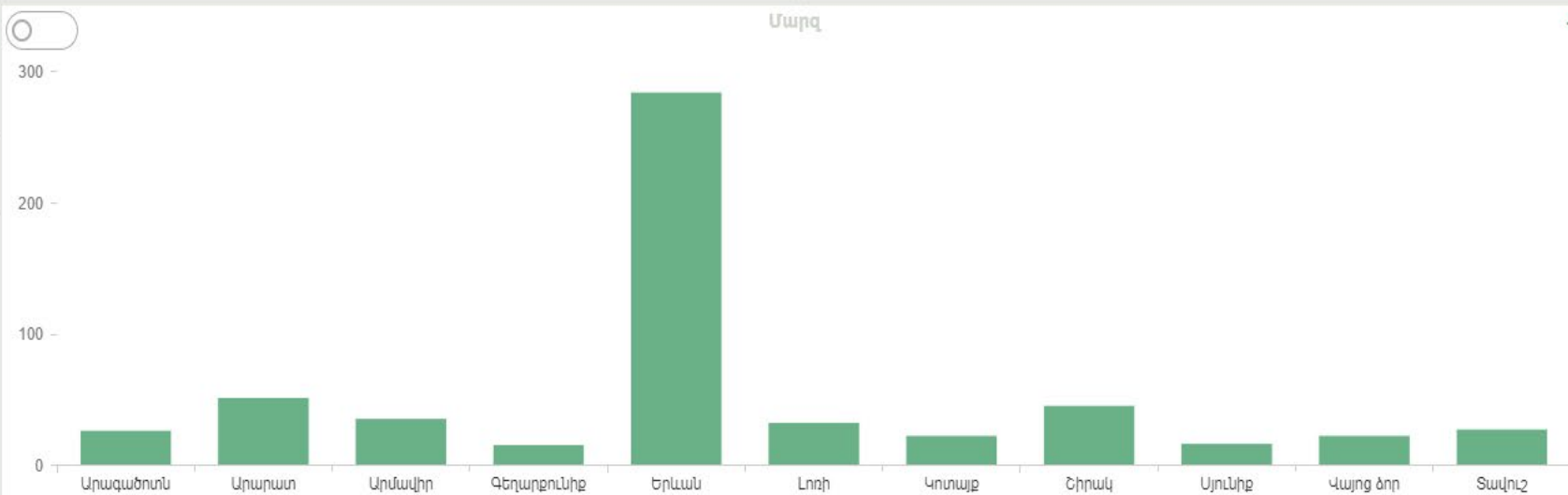
52.38%



Ծառայության խոսք



Մարզ



Բանկումատներով գործարքներ

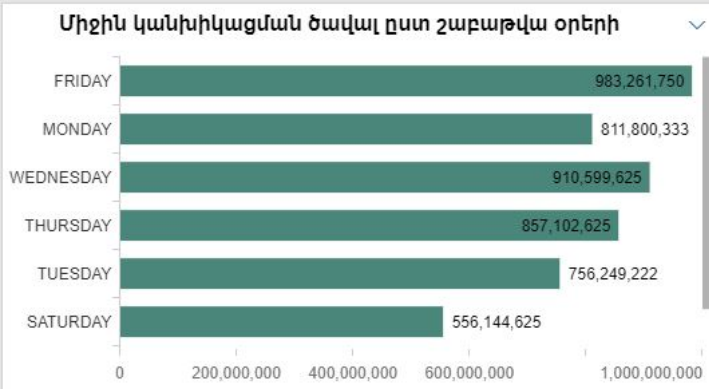
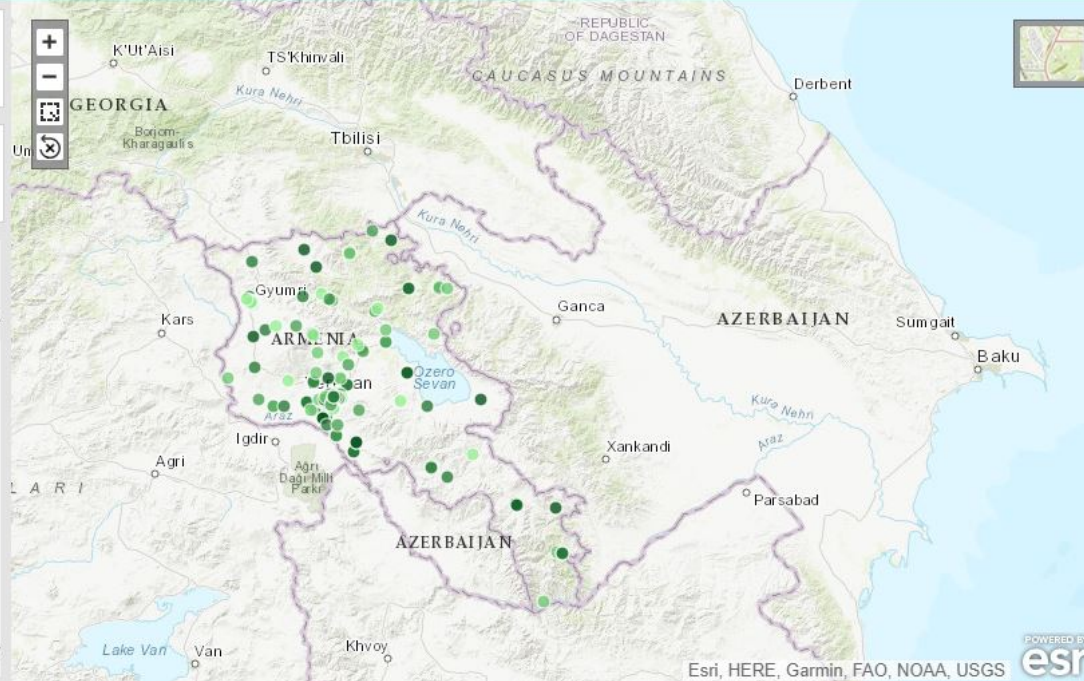


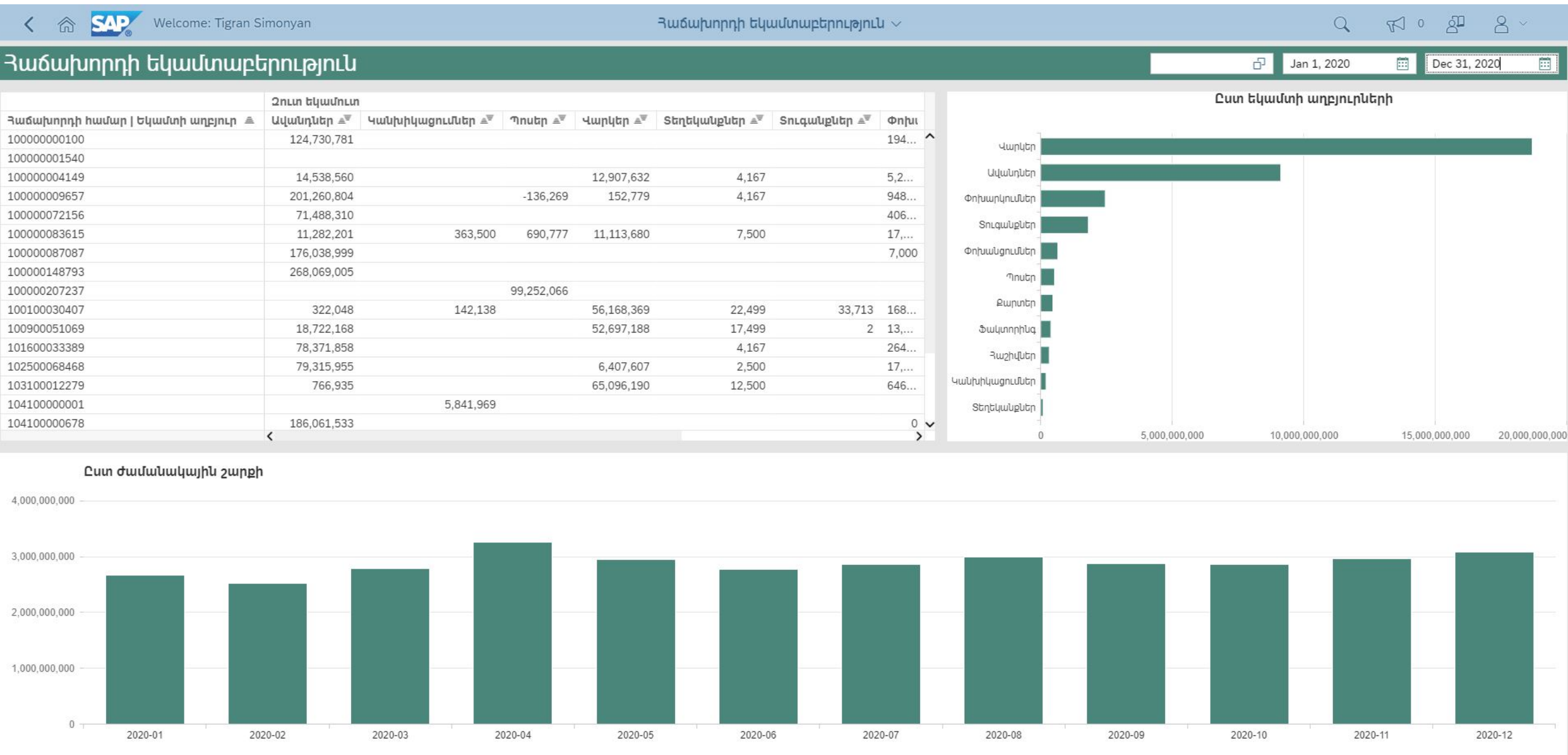
Mar 1, 2021


Apr 28, 2021

Գործարքի գումար	Կանխիկացումների քանակ	Ստացված միջնորդավճարներ
43,427M	839k	55,885k
Ստացված միջնորդավճար (%)	Միջին կանխիկացում ըստ գործարքների	Միջին օրական կանխիկացման գումար
0.129%	51,774	748,746k

Բանկումատ	Rank Number ...	Գործարքի գումար	Ստացված միջնորդավճարներ	Կանխիկացումների քանակ
ATM ACBA SHENGAVIT BRANCH	1	752,709,000.00	1,038,899.30	12,
ATM ACBA ARABKIR BRANCH	2	718,947,000.00	1,154,499.60	9,
ATM ACBA TIGRAN METS	3	713,490,000.00	1,232,410.20	10,
ATM ACBA KESARIA	4	604,424,000.00	887,808.60	11,
ATM ACBA TAVUSH NEW	5	546,594,000.00	450,374.50	9,
ATM ACBA SHENGAVIT NEW	6	545,133,000.00	652,012.50	9,





Q

&

A

THANK YOU