



Fintech Innovation Lab 2024

A fast track for
experimentation of
critical use cases with
fintechs

 fintech
solutions

thefintechsolutions.com





Corporate Innovation

Establish a connection with the ecosystem and solve critical use cases for the organization

The Fintech Innovation Lab is a corporate innovation program that serves as a **fast track for corporates to address internal challenges** through the **collaboration with fintechs**.

10 alumni financial players

+50 use cases explored

+300 fintechs scouted

✓ **Reduce time to pilot**
The lab has executed over 5 pilots in **less than 3 months from first interactions**

^ **Compare solutions**
Compare **fintech approaches** to the challenges and take informed decisions

^ **Find new ways of testing**
The **lab has provided focus group, fake doors** and others forms of testing to accelerate validation.

Challenges proposed

Explored Use Cases



Case Studies of Pilots



Improvement of collections with a credit institution



Implementation of digital signature for KYC with an insurance player



Pay by link payment option to be offered to bank's business clients



Cashback solution to include in loyalty strategy in top insurance player



Facilitation of commission advancement for real estate agents by bank.



Lab Results

- **Cut customer contract signing time by 80%** with e-signature solution.
- **Reduced drop-out leads by 30%** by offering clients a range of payment methods beyond just the Multibanco reference.
- **Reduced the time between 1st interaction and PoC development from 9 to 3 months.**
- **Decreased pressure on customer support calls by 20%** with implementation with AI assistant, based on NLP
- **Enabled an insurance player's Open Banking entry** via an exclusive stakeholder session, deepening comprehension and boosting collaboration with a fintech.

Alumni from Lab



“Excellent opportunity to directly connect with numerous innovative players in the market and explore beyond the use cases we have identified for the Lab.”

Carolina Fonseca, Transformation Office at Allianz

“An essential program to put Portugal in the run for evolution, modernization and innovation of a sustainable and full of future society.”

Patrícia Matos, Innovation & Scouting at CGD

Closing Event Lab 2023

17:30 | Fintech Innovation Lab Recap

17:40 | The Future of Payment – What’s Next?



Nuno Azevedo
Unicre



Paulo Vila Luz
Thinkpay



Antoine Paillusseau
FCB.ai

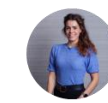


Mónica Leite
CGD

18:00 | Identity Technology for better UX



Miguel Pontes
BPI



Vera Esteves Cardoso
Morais Leitão



Miguel Marques
Youverse



Adriana Almeida
Allianz

18:20 | Customer Engagement in digital context



Maria João Selva
Tranquilidade



João Pedro Madureira
Uthere



Rui Lopes
Agentifai



Martta Oliveira
Cofidis





Fintech Innovation Lab 2024

Leverage the fintech ecosystem to solve critical challenges of the organization.

