

### Experience of Foreign Countries in Improving Transformation Processes in Commercial Banks

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#### ABSTRACT

*Currently, the development of digital platforms in global practice leads to changes in the competitive environment and conditions in all types of markets. In particular, the development of digital technologies in the banking and financial system, the introduction of digital banking products and new software, and programs based on digital transformation are being implemented in developing countries. However, the use of digital technologies in the provision of banking services in the world differs sharply between developed and developing countries. The article discusses the state of foreign countries and conclusions, recommendations and suggestions of the transformation processes of commercial banks, which are changing with the times.*

Since the basis of the market economy is financial means, its implementation in a timely manner with high quality and low cost is the main basis. In the development strategy of New Uzbekistan for 2022-2026, the goal is to "turn the digital economy into the main "driver" sector and carry out work aimed at increasing its size by at least 2.5 times." completed the transformation processes in banks, and by the end of 2026, the share of private banks in bank assets has been assigned to 60 percent.

Also, "2020-2025 banking system reform strategy of the Republic of Uzbekistan" as the main directions of implementation of digital transformation processes in the banking sector: - creation of effective infrastructure of banks and automation of operations; - complex transformation of commercial banks with a state share; - the tasks of wide implementation of remote services for the population and small business are defined.

The main driver of the development of the banking system is digitization, which increases mutual trust and transparency between the bank and the client.

The client can make various payments, easily exchange funds on his plastic card from one currency to another, get a loan online at any time and pay off debts. Such reliefs created by banks are based on advanced innovative ideas and technologies.

From this point of view, on the basis of a systematic analysis of digital transformation processes,

it is of urgent importance to shed light on its theoretical and conceptual aspects, identify existing problems, and define promising directions. Currently, it is impossible to modernize the banking activity without intensively applying the latest achievements of scientific and technical development. As can be seen from world practice, the rapid growth of scientific and technical development and new information technology (IT) has a significant impact on the overall assessment of the bank's attractiveness.

The process of transformation has already begun in the financial system of developing countries, and some are on the verge of completing this process. It is worth noting that this factor had a significant positive impact on the income of commercial banks that went through the process of transformation.

Digital bank is the implementation of financial services using a mobile and online platform, which improves the quality of the bank's work with the client, saves time and costs, and certainly increases the security of personal data and the quality and speed of services.

Technologies related to digital transformation, such as Big Data, Cloud Computing, Artificial Intelligence, and the Internet of Things, are characterized by innovation-based and consumer-centricity. In Great Britain, in 1983, the Homelink system was created, which allows customers of banks to check their deposits, make payments and transfer money from a bank account while connected to a computer. In the same year, a similar Pronto system was launched in the United States. But people are suspicious of Homelink and Pronto systems, but with the spread of the Internet, these systems have become widely used. In 2001, Bank of America 1 bln. It became the first advanced bank in the field of electronic banking, providing online services in the amount of US dollars. This bank opened 3 digital (neobank) branches in 2017.

The implementation of innovations in the field of banking, which have been tested long ago, will help its residents and customers to achieve their goals and tasks faster and without loss.

The following conclusions were formed as a result of studying the experience of advanced countries in deepening transformation processes in commercial banks

- "challenger banks" created by FinTech entities offer convenient interfaces for their users and types of financial services with a low commission rate;
- efforts to build a bank settlement platform and increase the efficiency of commercial data and financial data processing by connecting it to the electronic data interchange (EDI) system;
- Digital financial services to create an opportunity to introduce remote modern banking services even in remote and sparsely populated areas where it is not feasible to open bank branches.
- organization of continuous and high-quality operation by further increasing the functions of self-service (ATM and infokiosk) devices.

In order to increase the speed and efficiency of processing information about bank customers, firstly, the method of processing statistical data on customer liquidity, solvency, general cash flow using Big Data technology it is necessary to create a set of financial services adapted to each customer group; secondly, it is necessary to establish non-consolidated credit institutions specialized in providing innovative financial services under commercial banks.

it is necessary to increase the speed and volume of retail payments by expanding the scope of use of digital channels that allow for quick communication with customers; thirdly, it is necessary to increase the volume of payments made from loans by means of rapid analysis of companies' solvency using a financial analysis platform.

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