

## *In September 2012 the most renowned online withdrawal method Paypal is coming in Bangladesh—Tapan Kanti Sarkar*

Given the impact of technology on business organizations over the last twenty years, of all C-level (CEO, COO, CFO, CTO) positions in the executive suite may be the most promising position when considering 'competitive strategy' in the future. The Holy Grail of all competitive strategy will concern the elusive nexus of 'technology' and 'leadership.' These parallel issues converge in a unique way in the CTO role. The CTO as "Big Thinker" spends his/her time evaluating how technology can be used internally by the business to enable new business models and business lines, increase revenues, and preempt a competitor's attempts to use technology to disrupt or dislodge his/her company's market position. Mr. Tapan Kanti Sarkar, President Banker CTO Forum of Bangladesh is a big thinker CTO of Bangladesh who has been working as a technical person for a long period of time in different organizations including Bank. Having 30 years of professional experience with years of success in bridging and integrating IT-enabled business strategic vision through strategy, design and architecture is now playing a significant role as CTO of National Credit and Commerce (NCC) Bank. Techworld Bangladesh had an opportunity to have an one to one session with this experienced and dynamic CTO to share some experience and IT challenges of our Financial institutes now a days. The key talks of the session are as follows-

**TWBD: Please tell us about your source of information or how you update yourself with the daily change of technology?**

**Tapan Kanti Sarkar:** We are working in an environment where business technologies changes rapidly. Our major challenge is to keep pace with this change, which is really a daunting task because we have to follow upcoming developments in our own industry while working at the same time. I practice special techniques for keeping up with new technologies with maximum utilization of time.

In order to get information on new technologies review, business news, security alerts, etc, I often use the technology centered websites. Generally print media moves slowly to keep up with the latest changes as this seems, although it is good for in-depth analysis of longer term trends of developments. Another source of information that keeps me updated is about networking with other people operating in the technology driven business field. Besides attending various Technology seminars and meeting with the



**Mr. Tapan Kanti Sarkar, President, Bankers' CTO Forum**

experts helps me in gaining enormous insight of coming development issues. I often investigate our competitors and spend time every week to look at my competitors' websites and see what types of new services they are offering to their customers. Besides I pay special attention to the trends of the large players in our industry. This helps me to see and anticipate innovations that may led to development. I follow prominent e-business people and organizations on Twitter, Face book, and other social networking sites.

**TWBD: Are you satisfied with present career and was it your dream job?**

**Tapan Kanti Sarkar:** I started my career with a multinational company in the year of 1980 and has been working in the IT Industry since 1982 at the era of punch card, as a COBOL Programmer. At that time we did not have computer and we used to work at BUET computer Centre on IBM/370 mainframe.

I had the experience of working both at home and abroad, in the field of Information & Communication Technology. Presently I am serving in "National Credit and Commerce Bank Limited", as Head of Information Technology Division. Of course job satisfaction is very important for me indeed throughout my career and I am always enjoying my job.

**TWBD: What kind of challenges CTOs are facing to implement technology in Banking right now?**

**Tapan Kanti Sarkar:** Bangladesh is the lowest tele-density country of Asia Pacific region (38th among the 40 countries). This is a major constraint of electronic banking in Bangladesh. In our country, the users of electronic banking are in urban areas but most of the people of our country live in villages and the infrastructure of villages is still not suitable for electronic banking. However, the people of villages are illiterate and they are not habitude of using electronic banking.

**TWBD: How CTO forum helps to meet these challenges?**

**Tapan Kanti Sarkar:** As a President of CTO form, we believe that emergence and growth of electronic banking of a country depends on the following factors:

- i) Availability and growth of telecommunication infrastructure
- ii) ICT penetration in electronic banking sectors
- iii) Culture of using electronic banking and
- iv) Legal and regulatory framework.

CTO Forum is a Non- political, Non-profitable and Neutral organization, So any organization may seek our help, CTO Forum will help them without any financial involvement.

**TWBD: How you ensure the security of online transaction? Are you poise on it?**

**Tapan Kanti Sarkar:** Security of online transactions depends on some security issues, such as, on what type of software we are using, do we have control on our System & Network devices, do we have antivirus, how is our infrastructure, what types of resources we are using etc. Also, Bangladesh bank as a regulator has given ICT guidelines being followed.

**TWBD: IT in banking itself a new dimensions, so how you mitigate the challenges among the non IT Management?**

**Tapan Kanti Sarkar:** Management knows that Bank services are now becoming more and more Technology oriented. Most of the Bank has a separate state of the art "Data Centre" which is the nerves of IT architecture and a prerequisite for real time online banking operations. As part of Customer Enhancement Initiatives, Bank has introduced real Time Online Banking Service covering all of its branches across the country.

Many banks has new state of the art Disaster Recovery (DR) center at Uttara, Dhaka. The DR site of Bank has fulfilled all the necessary conditions of Bangladesh bank's ICT Guideline as the first tier. The DR Centre is also in line with the bank's strategic expansion plan to provide world class banking services with maximum security and also to ensure backup of its entire daily banking operational activities.

**TWBD: People who are directly involved with Financial transaction need to hear from BCTO. Why not the BCTO speaks for the consumer?**

**Tapan Kanti Sarkar:** BCTO is an attempt to improve the technical facilities among the banks to make the transactions and other financial facilities faster, secured and user friendly for the customers. These facilities will provide throughout our branches. BCTO is not to speak about consumer. BCTO is to upgrade the services to the consumer.

**TWBD: What kind of software you are using to ensure the service? Is there any local software you are using? If not then Why?**

**Tapan Kanti Sarkar:** In Bangladesh there are about 53 commercial banks out of which 32

are using Centralized Core Banking Solution. Out of these 32, 18 are using foreign solution and 14 are using local solution. So we can say that our commercial banks are enthusiastic in implementation of local solution unless and until facing any big problem.

In some cases, we choose foreign solutions considering the unavailability or in some extent reliability of local provider. However, *our local company should be more professional, documented and methodical in developing software solution and after sales service.*

**TWBD: How friendly you are with Social Network & Cloud Computing?**

**Tapan Kanti Sarkar:** Well, I have been enjoying this innovation since it's widely introduced in the early of the century through some messaging software. However, in recent booming of facebook, twitter, LinkedIn and others impressed me mostly as these are featuring many things and intelligent enough for searching old school friend quickly. These are also very much effective for opinion building and keeping in touch with many people in same profession.

Yes, cloud computing is a very new Buzz word in today's IT Service Landscape. But in Bangladesh, it will take time to popular the concept of Cloud Computing in IT Service Delivery.

**TWBD: CTO Forum members collaborate and develop solutions that harness the extraordinary potential of technology so what is the forum role to solve the Pay Pal issue?**

**Tapan Kanti Sarkar:** In September 2012 the most renowned online withdrawal method Paypal is coming in Bangladesh. Many People of Bangladesh are struggling from many years. Also many people are earning money from internet, there are many freelancers in Bangladesh who are working day by day also earning a lot of money but facing many problems while they want the real Virtual cash

in their hand. So it's great news for those online earners and all the peoples of Bangladesh. We will focus on this matter after the arrival of Paypal.

**TWBD: BCTO forums mission and attainment since its insertion?**

**Tapan Kanti Sarkar:** The Bankers' CTO Forum, Bangladesh is an independent, non-profit, non-political organization dedicated to fostering a trusted, open and creative environment where the brightest minds of our time convene to address the banking industry's important issues. The CTO Forum members collaborate and develop solutions that harness the extraordinary potential of technology.

The CTO Forum aims to provide a powerful platform where technology leaders and visionaries from around the world can explore topics of interest and share knowledge in an unbiased, trusted and intellectually charged environment. The Mission of the Forum is to facilitate collaboration among the country's most accomplished technology visionaries. Through partnerships, dialogue and the application of advanced,

multi-disciplinary technologies, we believe the answers to the industry's most pressing problems can be discovered. Our objective is to maintain a strong and effective voice in policy formation and implementation at the apex to ensure that legislation supports and promotes the power of technology to transform banking industry as a whole.

And if you are asking about attainment, then you will see how rapidly our forum had grown from the beginning. Each and every seminars and fair has built our knowledge and inspired us to improve ourselves to join into the improvement of the most significant financial sector of Banking in the country.

*If you have anything to ask to our CTO of this month or us please send us mail at [pr.techworldbd@gmail.com](mailto:pr.techworldbd@gmail.com) or [tk@gmail.com](mailto:tk@gmail.com)*

