

The Studio (Brussel)

About The Studio:

The Studio is Belfius Bank's wholly owned startup studio. It's mission is to diversify revenue and tap into international markets (BB focusing it's banking and insurance activities in Belgium only) by creating accelerating and scaling solutions. The main focus is on Financial Services but The Studio does not restrict itself to it. It was incorporated in November 2016 and already has 2 scale ups in domains the bank already excelled in, namely Mobile Banking (SPENCR) and Robotic Process Automation (BRIGHTKNIGHT).

About the mission:

One of the most recent initiative is a product that aims at offering financial services on conversational platforms. It aims at resonating with the people already using these platforms to offer contextual and social solutions. Right now this product is a "project" within The Studio but it could be incorporated in the near future.

The Challenge:

Being a freshly-created startup studio there is only so much you can do with the available human resources. An automation-first approach is the key to guarantee that the solutions remain economically viable during the RUN phase.

Our challenge is to automate many complex operational tasks.

This (non-exhaustively) includes:

1. Fraud detection and management

Since we manage financial transactions, it is of utmost importance that we prevent fraud. We would be extremely interested in creating advanced algorithms allowing for unlabelled data clustering (using for example graph databases)

2. NLP scaling and management (Intent, entities, flows)

Having to scale and manage a three-languages chatbots naturally lead to a degree of complexity that makes it hard to offer a consistent experience across languages. We're interested in developing a series of scripts that allow us to address eventual inconsistencies.

3. Marketing automation

Using social medias is a no-brainer when promoting a digital products to millennials. However, room for attention is costly and can't guarantee that results will be on par with the creative and financial efforts.

Therefore, we're interested in building a tool that allows us to double down on successful campaigns while cutting our losses down when not being efficient.

The secondary challenge:

All of these, will have to be done in a GDPR-compliant way http://ec.europa.eu/justice/data-protection/reform/files/regulation_oj_en.pdf

That's the cherry on the cake

"Hard" skills:

Algorithms, data structure, data mining and processing, graph databases, machine learning, statistics

"Soft" skills:

Professional and excellent communication and presentation skills

Passion for innovation

Curiosity

Interested? Contact us via gerrit.sarens@exellys.com