

**WAYS TO ENSURE SECURITY IN COMMERCIAL BANKS**

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**Abstract**

In the article, proposals and recommendations on the nature of digital banking in the national economy, its application, current state and development analysis are considered. Also, features of digital banking development in commercial banks were considered.

**Keywords:** commercial banking, digital banking, digital banking, banking products, software.

**Introduction**

Digital platforms have changed the way banks and their employees conduct day-to-day business, increasing efficiency and changing the way commercial banks connect with their customers. In the modernization of the economy, the system of modernization and simplification of banking activities plays an important role in the development of financial services. Today, as in all industries, information technologies are deeply embedded in the banking system.

Commercial banks provide basic banking services and products to the population, individual consumers, and small and medium-sized businesses. Digital banking simply means the delivery of banking services and products (such as opening new bank accounts, creating checking and savings accounts, money transfers, etc.) directly to customers through electronic and Internet-based communication networks. The transition from traditional banking services to the modern preference for mobile banking applications or digital formats has been gradual. Initially, both banks and customers were cautious about this transition. However, the demand for offering services on digital platforms is increasing as people realize the potential of digital banking platforms and how they can improve customer relations, brand image and improve the efficiency of online banking.

A key aspect of digital transformation for banks is to significantly reduce operating costs. Automated applications and processes eliminate unnecessary labor and effort while reducing the likelihood of error and enabling efficient results. In addition, technologies such as artificial intelligence are reinventing automation capabilities while maintaining the reliability of back-end processes.

Large traditional banks are often riddled with outdated systems on the back end of operations. This weakens service offerings, even with cutting-edge digital technology on the front end. Legacy systems are costly to create an ideal customer experience, and many banks are working to implement modernization strategies. This may mean modernizing selected parts of back-end systems to improve overall operations, or completely rethinking how banking is delivered.



However, banks that fail to embrace digital services offerings may see customers opt for competitors. There is a great opportunity for banks to have a better idea of how they interact with customers. The proliferation of digital banking has led to a general shift in the way customers interact with branches. For previous generations, branches were often the main point of contact for commercialized banks, but today's customers prefer to have most of their banking services delivered through the internet and mobile device touchpoints. This has made the financial services market more transactional with users who have less contact with bankers and financial representatives, let alone building relationships with them. But the banking business has not fundamentally changed. Today's customers are still looking to their banks for insight and advice to help them develop good personal financial habits.

However, it's difficult to give good financial advice when you don't know the client's goals or priorities, and many banks struggle to offer this through digital channels. Digital banking has the potential to go beyond standard online services and connect users with professionals and start building modern relationships.

Smaller banks must depend on mass vendors because they lack the financial and technological tools necessary to successfully compete with larger banks and their tech-savvy IT teams. These smaller banks often require external partners who can provide technology support to prevent new customers from turning to higher-end banks for cash management services. In addition to providing options for agile digital banking solutions, the right partner can help banks build a framework that connects users to a network of services beyond standard transactions.

In our country, large-scale work is being done to promote initiatives for the development of digital technologies, banking services, the introduction of modern and advanced types of banking services, the introduction of new information technologies, increasing the popularity of banking services, its use in the banking market. application A number of regulatory legal documents have been adopted and developed in this regard. Action strategy for the development of the Republic of Uzbekistan for the period of 2017-2021. The measures aimed at future implementation have been determined, as one of the priority tasks is the development of the banking system, including the improvement of the activities of commercial banks and banking services. It is known that the development of the banking system is a factor that ensures several effective sequences. Number of customers by expanding and improving digital banking services. Remote provision of banking services by digital banks is carried out in the prescribed manner.

The purpose of digital banking in our country is to provide customers with quality, modern and convenient banking services. New modules are being developed in the banking system and the process of allocating loans, using standard electronic credit contracts, reducing the human factor in allocating loans is being implemented in an automated system. But, unfortunately, the work on the registration of loans has not yet been completed. The legal basis and mechanisms for transferring or withdrawing credit to an account without going to the bank have not been improved.

Corporate banks have traditionally been able to offer small and medium-sized enterprises inferior versions of products designed for large corporate clients. As digital banking accelerates, banks must be prepared to offer the same levels of automation, customer service



and digital processes to SMEs that they offer to larger customers. As the market continues to prioritize digital transactions, payments will serve as a key area of disruption. Blockchain will be used to reduce transaction costs, real-time and cross-border payments will expand, and other payment innovations will be developed.

Traditionally, banks have relied on internal payment centers to process transactions, but many of these centers are not equipped with the data management capabilities needed to provide high-level transaction visibility at a low cost. Thus, payment as a service will become more common and banks will have to consider new strategies or look for partners that make payment services more competitive.

Digitization infrastructure is the basic scheme and structure of technology. Implementation of the bank's digitization strategy and support for digitization transformation. Without digitalization infrastructure, it is difficult to improve efficiency and performance. Our empirical results show that the total factor productivity of commercial banks increased by 10.7 percent over the last decade, with technical efficiency improvements, technological progress, and pure technical factors making moderate contributions. Including artificial intelligence, big data, 5G and blockchain are the basis for improving technical factors for commercial purposes. Digitization infrastructures can facilitate the collection of big data. Analysis of customer data, intelligent control of potential risks, accurate implementation of marketing tools and provide effective and innovative services for the market. In the decision of the President of the Republic of Uzbekistan dated March 23, 2018 "On additional measures to increase the popularity of banking services", the development of remote banking services, assimilation of new technologies and products, foreign advanced 'learning is intended. practices and use of foreign banking services. Special attention is being paid to protecting consumer rights and increasing financial literacy of the population, which is one of the urgent issues of today. Therefore, this decision started a new stage in the development of banking services.

It is impossible to implement digital banking in the banking sector without comprehensive measures to ensure economic security. Thus, the need to create a financial market to increase the level of economic security comes to the fore. The convenience of the digital banking interface of commercial banks is of great importance to users. The ability of the user to quickly find the necessary actions gives confidence in the banking system and is observed to recommend banking services to other users.

The regulation on the procedure for working in remote banking systems also does not reflect the legal aspects of today's banking services. It is necessary to ensure that digital banking becomes an integral part of commercial banking. This would have prevented data security and unnecessary hassles. It is necessary to fill the gap in the development of the banking system with the help of modern information technologies, to ensure the training of personnel for the banking system abroad. The process of obtaining online loans has not yet been completed. The legal basis and mechanisms for transferring or withdrawing credit to an account without going to the bank have not been improved. Establishing this mechanism would have prevented a number of scandals.



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