

Contents

Overview I

Section I

The E-Banking Scenario

- | | |
|---|----|
| 1. E-Banking in Asia | 1 |
| 2. The Indian E-Banking Scenario | 5 |
| 3. E-Banking in the US | 15 |
| 4. The Internet's Impact on European Banking | 27 |
| 5. Mobile Banking: No Wires, No Worries,
New Customers | 34 |

Section II

The E-Banking Strategies

- | | |
|--|----|
| 6. Optimizing the Value of Online Banking | 49 |
| 7. E-Business Strategies for Financial Institutions | 57 |
| 8. Finance Portals for the Banking Industry | 66 |
| 9. E-Banking: Maximizing Value for Customers | 75 |
| 10. Mobile Commerce – Strategic Implications for Banks | 81 |

Section III

The E-Banking Transactions

11. Changing Faces of Banking: Banking with Technology	93
12. How Money Migrates	97
13. Powering B2B: Financial Services Engines for E-Business	106
14. One Stop Bill Payment – Online	117
15. Mobile Payment: An Additional Role for the Mobile Phone?	124

Section IV

E-Banking: Key Issues and Solutions

16. Risks of E-Banking in India	135
17. Banking: The IT Paradox	151
18. Can you Trust Internet Finance?	157
19. Financial Solutions in the B2B Marketplace	162
20. Could Mobile Banking Go Global?	170