

In 2017 Sberbank
performed

32%

**of all transactions with
corporate clients in Russia.**

Transactional business

Our goal is to make client interactions with the Bank as easy and as effective as possible. Development of remote service channels helps us to achieve this goal. In 2017 1.67 million clients performed transactions via Sberbank Business Online web or through its mobile app. 99.6% of payments were made in these systems.

Thanks to the ability to perform cash transactions through remote service channels, Sberbank clients saved 27 million hours in 2017. The share of such transactions equaled 90% of all transactions. More than a million entrepreneurs are connected to the 20/7 transfer service for corporate clients in 2017, with the time needed for making payments within the bank being reduced from 23 minutes to 3 minutes.

Innovation Time – 2017

In December 2017 Sberbank was awarded the seventh “Innovation Time – 2017” award in the nomination “Active Innovation Company of the Year” in the category “Finance and Consulting” for its achievements in the transactional business. The “Innovation Time” award was organized by the Social Projects and Programs Fund and has been awarded since 2011 to the best projects for implementation, design and development of innovations in various areas of business. The award is given to the leaders of the Russian market that define innovation as their strategic priority and business model.

Foreign economic activities

In 2017 the Bank launched the “Center of Excellence in Foreign Economic Activity”, which offers turnkey services for foreign economic activities from the drafting of the contract to customs logistics. The Bank’s share in the market of foreign economic activities increased by 2 percentage points and reached 20%, thus, allowing Sberbank to retain its status as a leader in terms of the volume of foreign economic activities in Russia.

The Bank also began to actively develop services in international factoring. In December Sberbank Factoring and Deniz Factoring (Turkey) performed the first Russian-Turkish transaction. The transaction secures guarantee transactions and financing of suppliers from Turkey working with the Russian company MERLION. Sberbank Factoring’s plans for 2018 include the organization of work with Sberbank’s subsidiary banks in Central and Eastern Europe.

Online service Best of Business Partners

In November 2017 the Sberbank introduced the online service Best of Business Partners, which is a free, public search platform for participants in foreign economic activities and all services involved. This service makes it possible to select or order various services allowed by international legislation – from meeting someone at the airport and the translation of texts to the shipment of goods from one country to another and consulting. The Best of Business Partners service simplifies the search for foreign partners by entrepreneurs, enabling them to use their time and energy on the development of their business. The project won high praise from experts and received an award from the Digital Communications AWARDS’ 2018.