

TOP TRENDS IN BANKING & FINANCIAL SERVICES

Technology will be the core enabler, helping banks and financial institutions achieve sustainable growth and curate personalized, omni-channel customer experiences




Digital Transformation


The FinTech Revolution


Cognitive Computing


Next Generation Operating Models

Adoption of Digital Technologies



End-to-end digitization for exceptional organizational productivity, speed-to-market and customer engagement

More focused investments in social, mobile, analytics, cloud and other digital technologies

Bank-FinTech Synergy



FinTech companies are no longer seen as a threat to traditional banking

Banks are orchestrating strategic partnerships with FinTech startups to accelerate innovation and reach out to new customers

AI and RPA-driven Operations



Embedding AI in critical business workflows to increase operational efficiency and reduce costs

Chatbots, self-service portals, digital forensics, regulatory compliance – the possibilities are endless

Automating manual, non-value adding processes with RPA and machine-learning

Blockchain-based Offerings



Industry can save billions in operating costs

New business models: Peer-to-peer lending, smart contracts and digital payments

The entire banking ecosystem is transforming. Speed and agility will separate the smart players from the laggards.

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