

IoT in 2020: Banking on every device

Banking on Things in 2020



Advisory at the point of transaction

Sample use case:
Using information such as device type and device location for communication that is easy to ingest for the customer. For instance, one-line recommendation to buy / hold / sell a stock if a customer is at an airport vis.a.vis. complete stock analysis if the customer is at home



Dynamic and more personalized product portfolios

Sample use case:
Property insights and other services such as legal advisory, local council, utility services and more if a customer applies for a loan.



Significant improvement in fraud detection

Sample use case:
Detecting potentially fraudulent activity if an online credit card charge from a location does not correspond to that of the customer's smart watch or phone

Key challenge for banks:

- Security and privacy of data as custodians of customer data
- Alternative thinking for strong governance