

THE EVOLUTION OF WORK IN FINANCIAL SERVICES

The nature of work within the Financial Services industry has changed dramatically over the past few years. In order to keep pace and succeed, business leaders must focus on transforming three critical areas across the Enterprise: their technology, their process and their people. Work in the future will be more connected, more collaborative, more agile and more customer-focused.

TECHNOLOGY

COMPLEX, OUTDATED
FRAGMENTED TECHNOLOGY

67% BELIEVE POOR QUALITY/
LEGACY TECHNOLOGY WAS
THE BIGGEST BARRIER TO
EMPLOYEE PRODUCTIVITY

OPEN, INTUITIVE
INTEGRATED, CONSUMER
GRADE TECHNOLOGY

20%-300%
ROI IN FIRST YEAR OF
AUTOMATING PROCESSES

PROCESS

STRUCTURED
PRESCRIPTIVE
CONTROLLED
WORK PRACTICES



FLEXIBLE, RESPONSIVE
AND ADAPTABLE WAY
OF WORKING



COLLABORATIVE,
DIGITALLY ENABLED
SERVICE DELIVERY

LABOR-INTENSIVE,
RINGFENCED, REPETITIVE



AUTOMATION
WHERE POSSIBLE
AND PROMOTION
OF FAST, AGILE AND
EFFICIENT PROCESSES



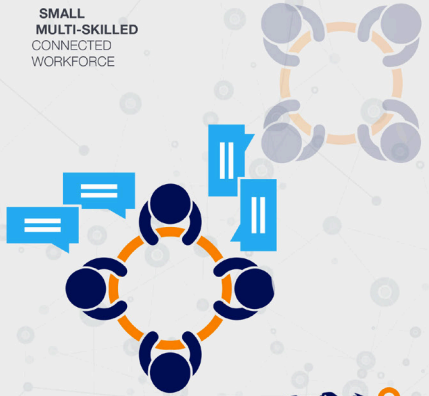
60%
OF MAN HOURS FREED
UP BY AUTOMATION

PEOPLE

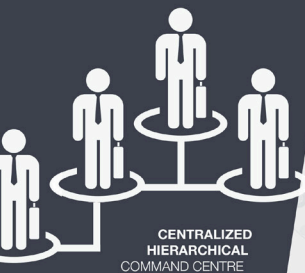
LARGE
FUNCTIONAL
SILOED
DEPARTMENTS



SMALL
MULTI-SKILLED
CONNECTED
WORKFORCE



CENTRALIZED
HIERARCHICAL
COMMAND CENTRE



37% OF THE GLOBAL
WORKFORCE IS
NOW MOBILE



ANYWHERE
ANYTIME
SELF-MANAGED



DISTRIBUTED
ORGANIZATION