

DIGITAL TRANSFORMATION AND THE BANK OF THE FUTURE



The Challenges Banks Face Today

The much larger burden of regulation compared with ten years ago has increased costs by forcing the banks to grow their compliance headcount and spend money adapting IT systems to capture and make sense of the new information that regulators want. For retail and commercial banks, low interest rates in many countries are keeping loan margins thin. Meanwhile, FinTech businesses are eating into banks' market share by offering various banking products, including payment services, loans and wealth management, at highly competitive rates.

However, banks can cope with these pressures and realize new opportunities by embracing intelligent automation. This comprises a number of advanced digital technologies, including Artificial Intelligence (AI), Natural Language Processing (NLP), Robotic Process Automation (RPA) and one touch processing. Together these solutions can be used to automate manual tasks, increase efficiency, reduce the burden of regulatory compliance and improve customer experience.

The Benefits of Intelligent Automation

- 75% of manual processes in the banking sector can potentially be automated¹
- Combining RPA with technologies like AI could revolutionize areas including credit processing, payments processing and securities processing, as well as customer care in general²
- Customer experience is a key battleground for banks
Automation can improve the efficiency of processing data and documents, resulting in fewer errors and much quicker response times for customer requests
- By taking Unstructured Data from a wide range of inputs (such as chatbots, emails, electronic documents and (paper) letters) and turning it into Structured Data, Intelligent Automation creates a seamless omnichannel experience for customers

¹ Swiss Post Solutions Data.

² 'The cost of RPA in numbers.' UiPath, Available at: <https://www.uipath.com/blog/rpa-by-the-numbers>. Accessed March 2018.

Why SPS?

- SPS is highly experienced with deploying advanced technology, such as Intelligent Automation, in the banking sector
- The technology landscape is evolving quickly, SPS can select the right solutions for a bank's needs, helping to future proof their systems
- SPS has an intimate understanding of the appropriate regulations and imposes the highest standards in the practical implementation of data security and privacy
- SPS can leverage Intelligent Automation solutions alongside high quality contact center operations, improving cost and quality ratios between machine and manual labor that is both efficient and scalable

Banking Industry: Key Numbers



80%
of data that banks receive is in unstructured form



Approximately 10–15%
of a bank's staff is now devoted to regulation and compliance



+\$1 billion
average cost of compliance for major banks per year



40 days
average time taken for a corporate bank's client onboarding

Source: SPS Data, Thomson Reuters, Financial Times