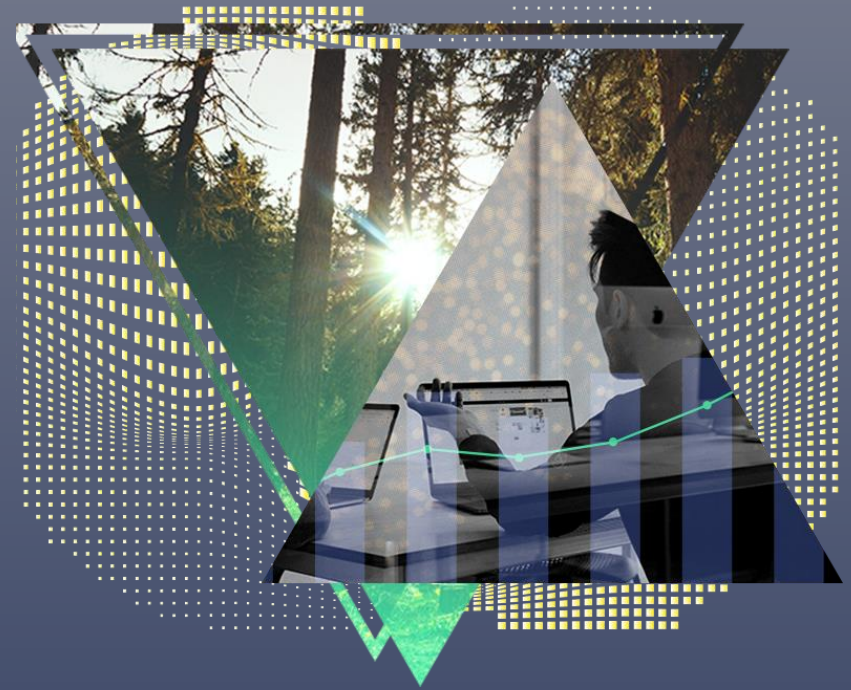


Customer Engagement Transformation

Jost Hoppermann, Vice President, Principal Analyst November 2019










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<li><a href="index.html">Home</a></li>
<li><a href="home-events.html">Home Events</a></li>
<li><a href="multi-col-menu.html">Multiple Column Menu on Larger Viewports
<li class="has-children"> <a href="#" class="current">Header Options</a>
  <ul>
    <li><a href="tall-button-header.html">Tall Button Header</a></li>
    <li><a href="image-logo.html">Image Logo</a></li>
    <li class="active"><a href="tall-logo.html">Tall Logo Image</a>
  </ul>
</li>
<li class="has-children"> <a href="#">Carousels</a>
  <ul>
    <li><a href="variable-width-slider.html">Variable Image Width Slider</a></li>
    <li><a href="testimonial-slider.html">Testimonial Slider</a></li>
    <li><a href="featured-work-slider.html">Featured Work Slider</a></li>
    <li><a href="equal-column-slider.html">Equal Column Slider</a></li>
    <li><a href="video-slider.html">Video Slider</a></li>
    <li><a href="mini-bootstrap-carousel.html">Mini Slider</a></li>
  </ul>
</li>
```


FINANCE

A large, three-dimensional blue sign with the word "FINANCE" in all caps is mounted on a glass wall. The sign has a metallic, reflective finish. The glass wall reflects a bright blue sky with scattered white clouds and a cityscape with several tall buildings. The perspective is from a low angle, looking up at the sign and the sky.

Digital experience

Deliver experiences that are easy, effective, and emotional.

Digital operations

Reconceive products and capabilities to deliver better outcomes.



Digital innovation

Continuously improve and break through at the digital frontier.

Digital ecosystems

Build platforms and partnerships to accelerate and scale.

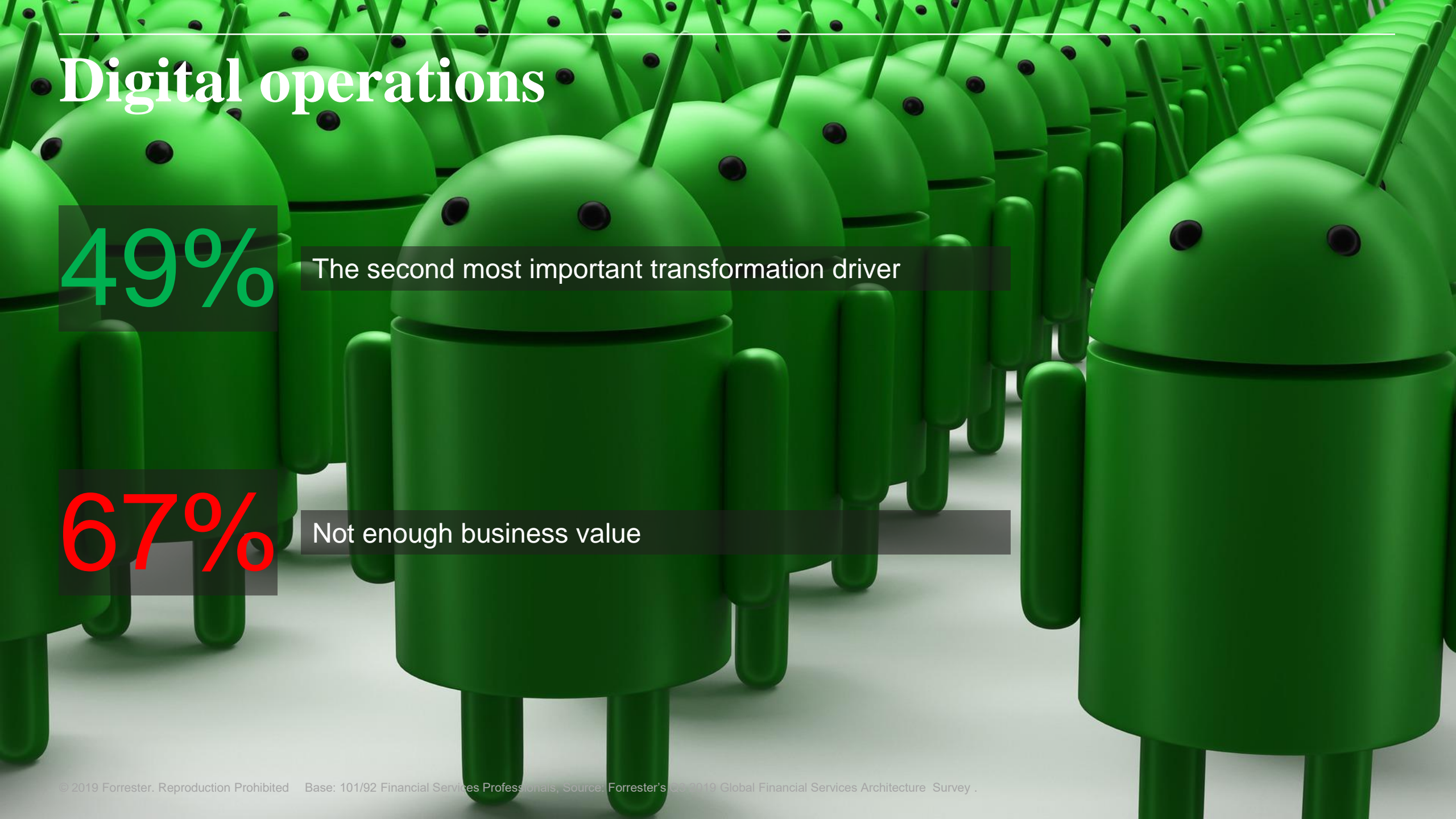
Digital experience

66%

The most important transformation driver

77%

Not enough business value



Digital operations

49%

The second most important transformation driver

67%

Not enough business value

Digital ecosystems

16%

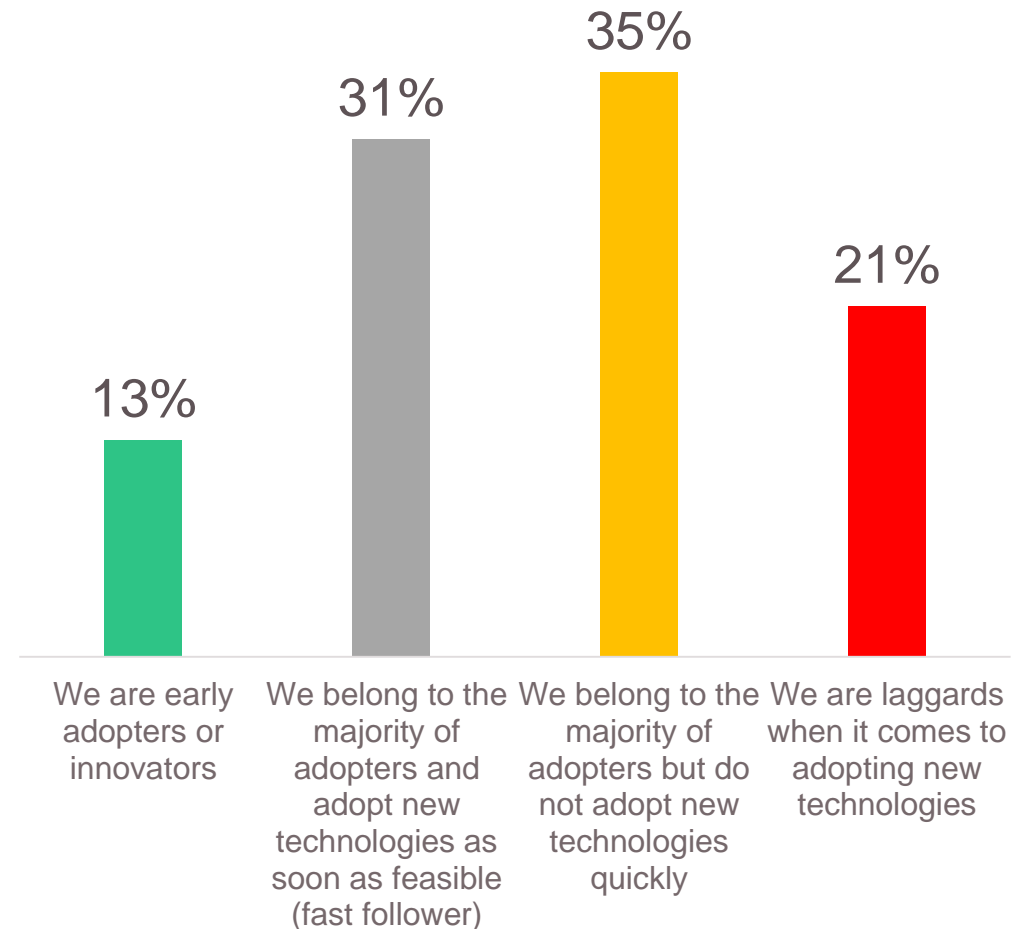
Not in the top 50% of transformation drivers

91%

Invest in APIs, plan to increase the investment or plan to start investing soon

Digital innovation

What best describes your firm's overall approach to technology adoption?

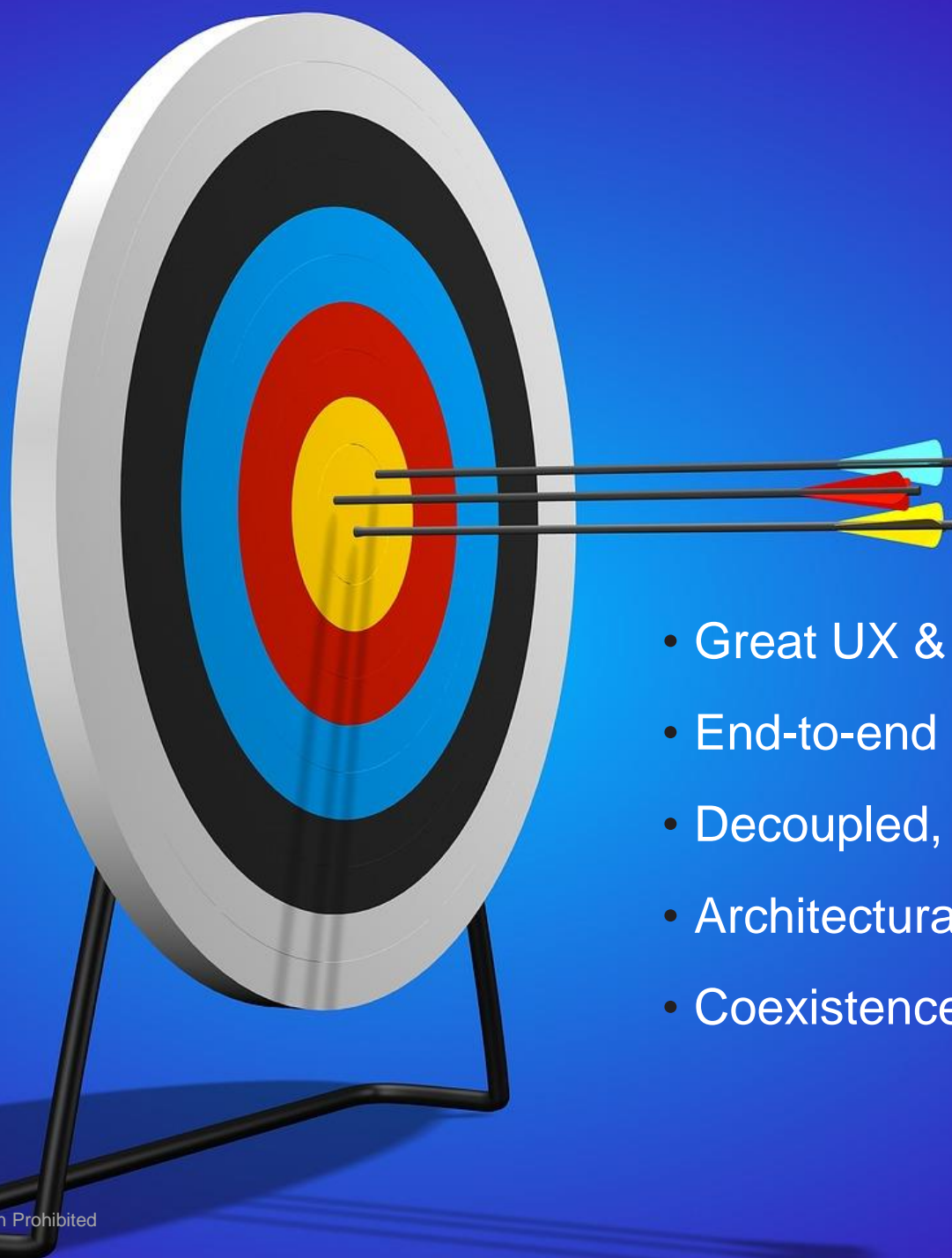


A dramatic landscape featuring the Stonehenge monument silhouetted against a vibrant sunset sky with streaks of orange, red, and blue. A thin crescent moon is visible in the upper left portion of the sky.

81%

“Today we don’t have the right technology infrastructure and banking applications in place to deliver great, differentiating experiences that meet the needs of our customers.”

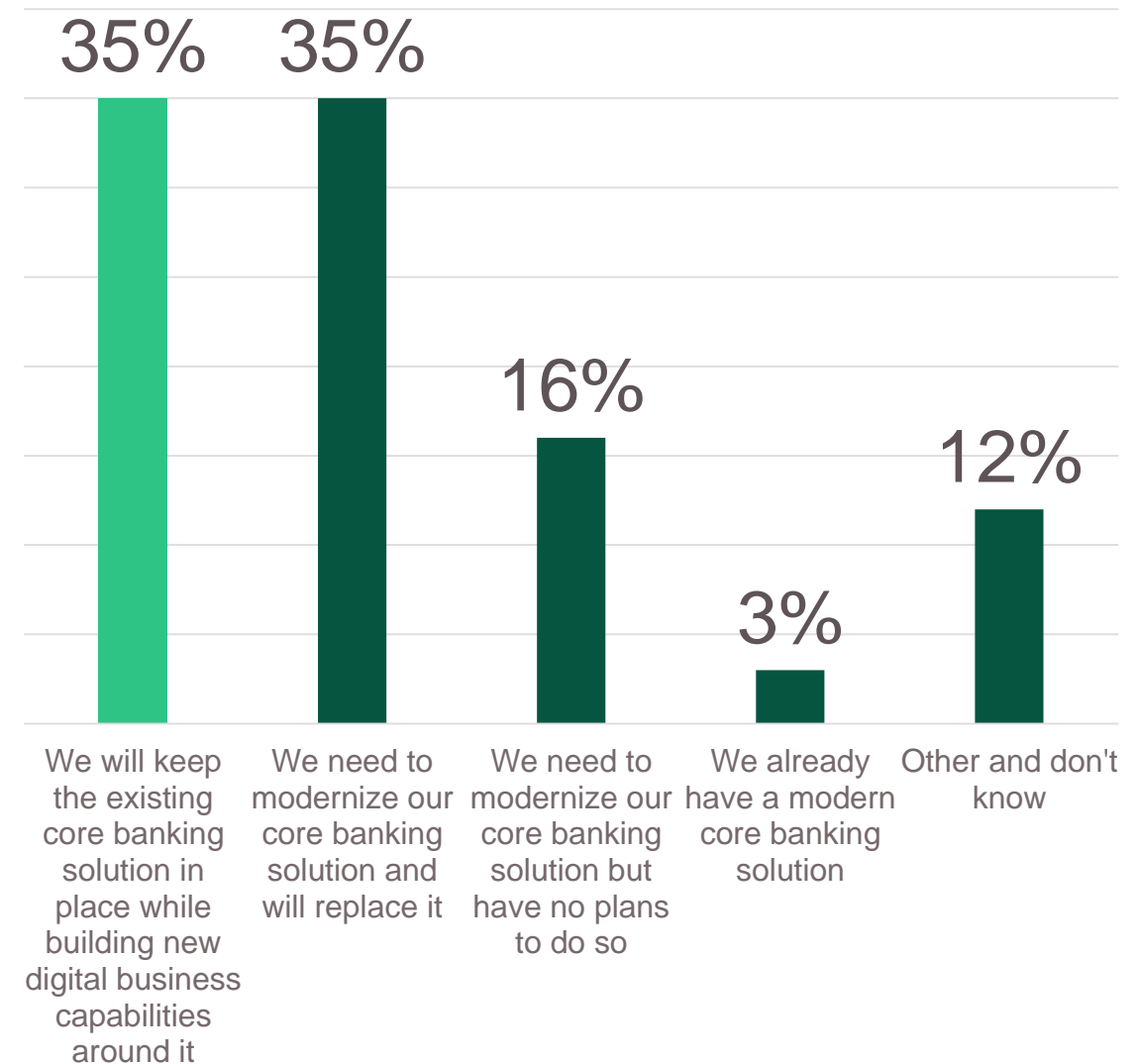




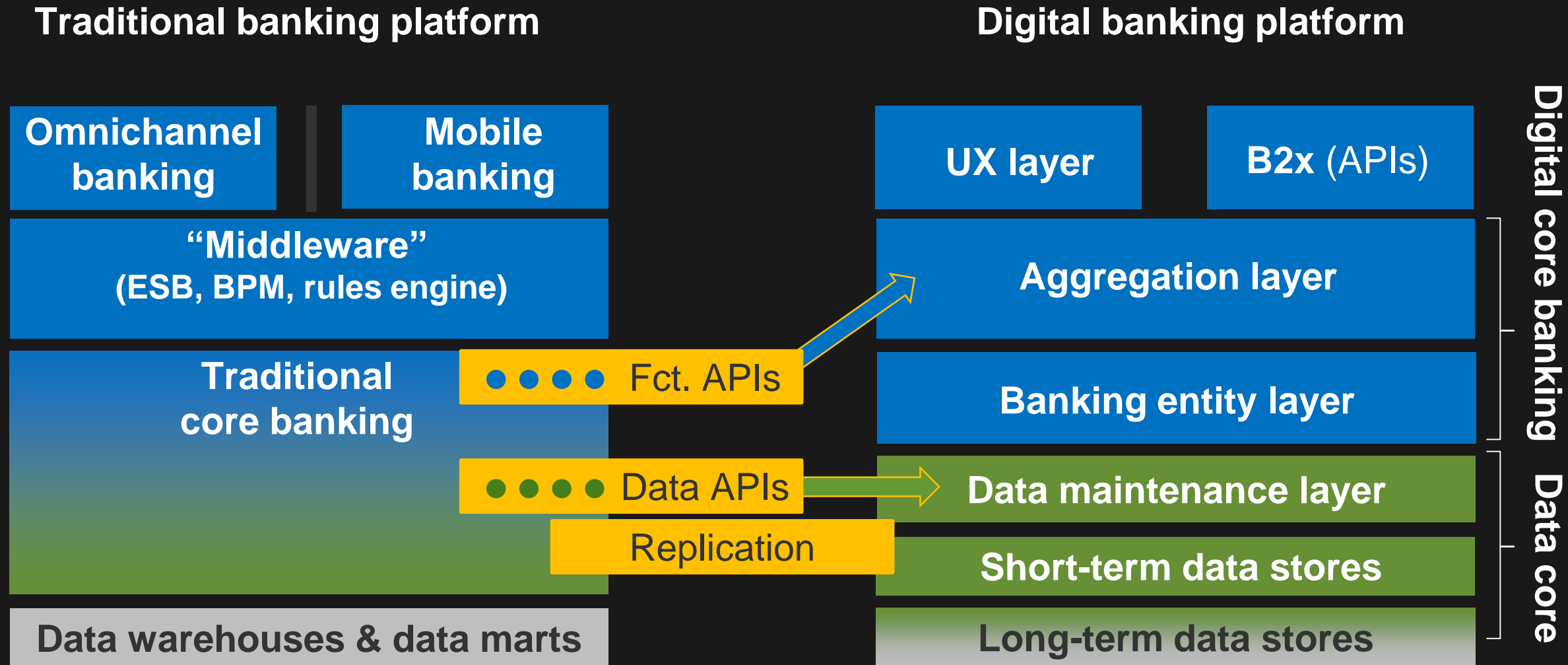
- Great UX & customer journeys
- End-to-end processes & automation
- Decoupled, highly coherent business capabilities
- Architectural agility
- Coexistence of technologies and architectures

Approaches toward modernization

How will your firm work with the challenge of core banking modernization?



Digital banking platform architecture fosters change





83%

"In 2024, we have the right technology infrastructure and banking applications in place to deliver great, differentiating experiences that meet the needs of our customers."

Accept the transformation
imperative and improve
customer engagements

81%

"Today, we don't have the right technology infrastructure and banking applications in place to deliver great, differentiating experiences that meet the needs of our customers."

The panelists

Sankarson Banerjee

Chief Information Officer

RBL Bank

John Ford

Chief Executive Officer

Australia Military Bank

Karl Werwath

EVP, Head of Technology,
Operations, Transformation,
Security and Corporate Services

Bank of the West

Thank You.

Jost Hoppermann

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