

A whole new word:

How technology is driving the evolution of intelligent banking

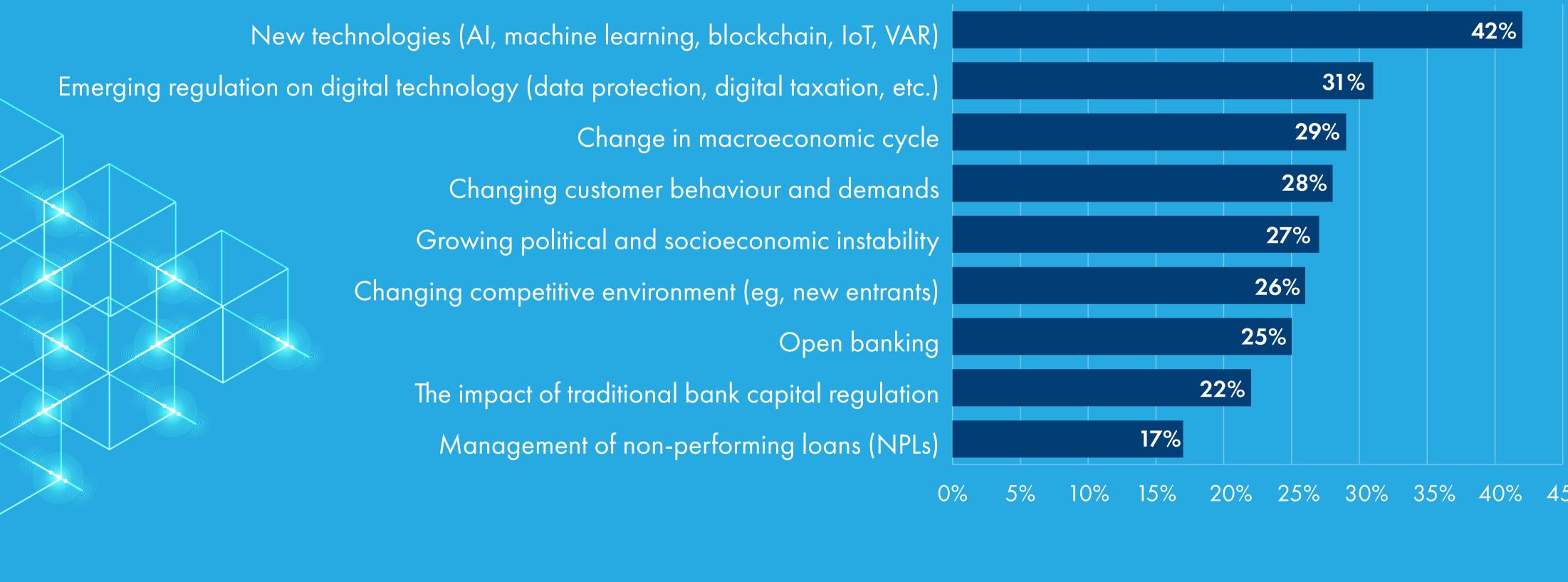
The Economist Intelligence Unit (EIU), on behalf of Temenos, surveyed over 400 global retail banking executives on the changes they see taking place in their industry to 2020 and 2025, their shifting priorities and where are they focussing their digital investments.

Read the full report here.

New technologies like Al, machine learning and blockchain will have the biggest impact on retail banks in the short (36%) and longer term (42%).

(% of respondents)

Which trends do you believe will have the biggest impact on retail banks in your country by 2025?



What are the top strategic priorities for your company by 2025? % of respondents)

Open banking and digital banking are the strategic priorities.

Launching an open banking strategy 30%



Retail banks plan to build new digital banks.

Open bank hub initiatives – gives customers the option

25%

Priorities

36%

31%





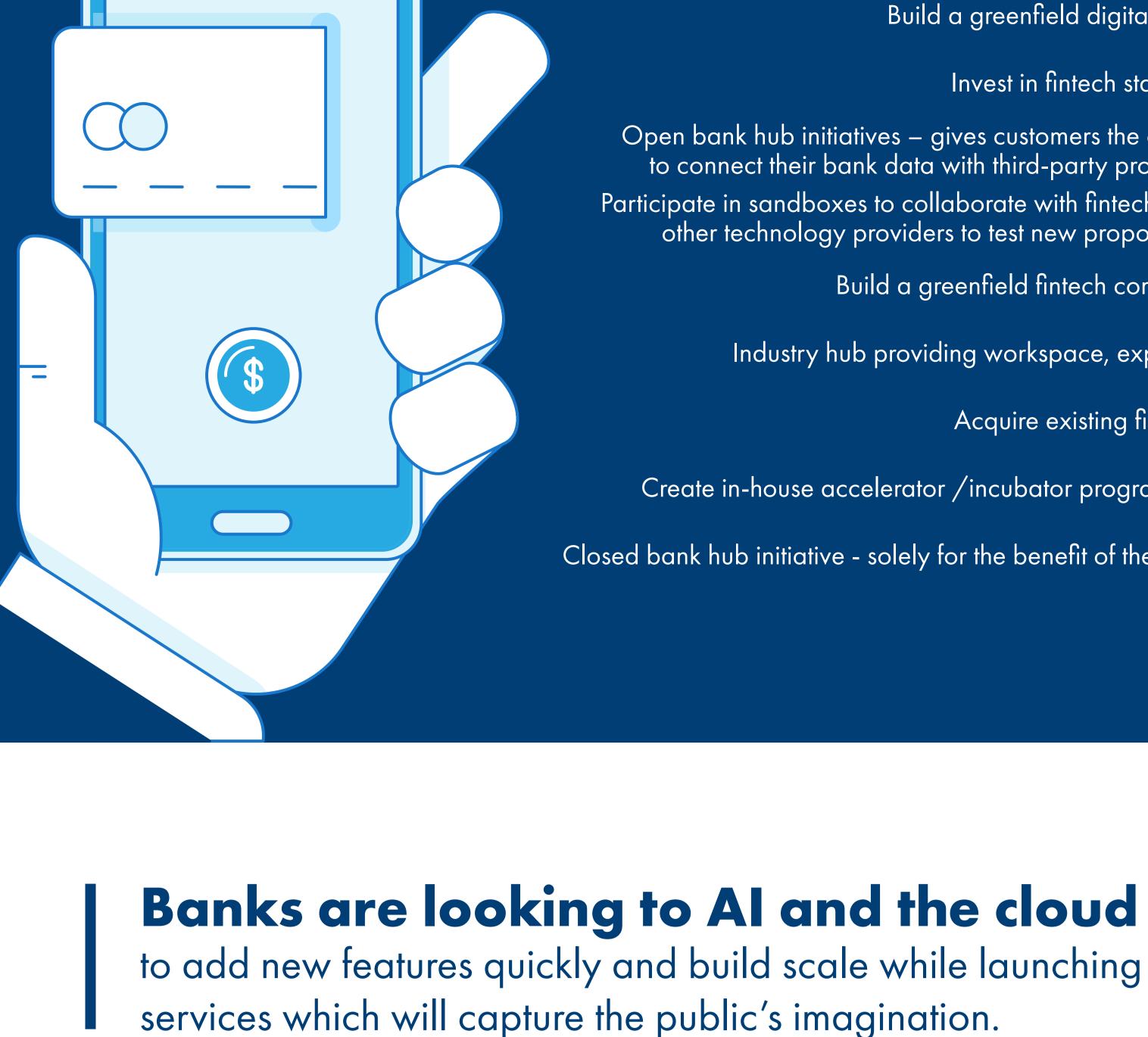






Build a greenfield digital bank

Banks' innovation strategies are becoming bolder,



31% to connect their bank data with third-party providers Participate in sandboxes to collaborate with fintechs and 29% other technology providers to test new propositions Build a greenfield fintech company 25%

Industry hub providing workspace, expertise 23% Acquire existing fintechs 21% Create in-house accelerator /incubator programmes 20% Closed bank hub initiative - solely for the benefit of the bank 15%

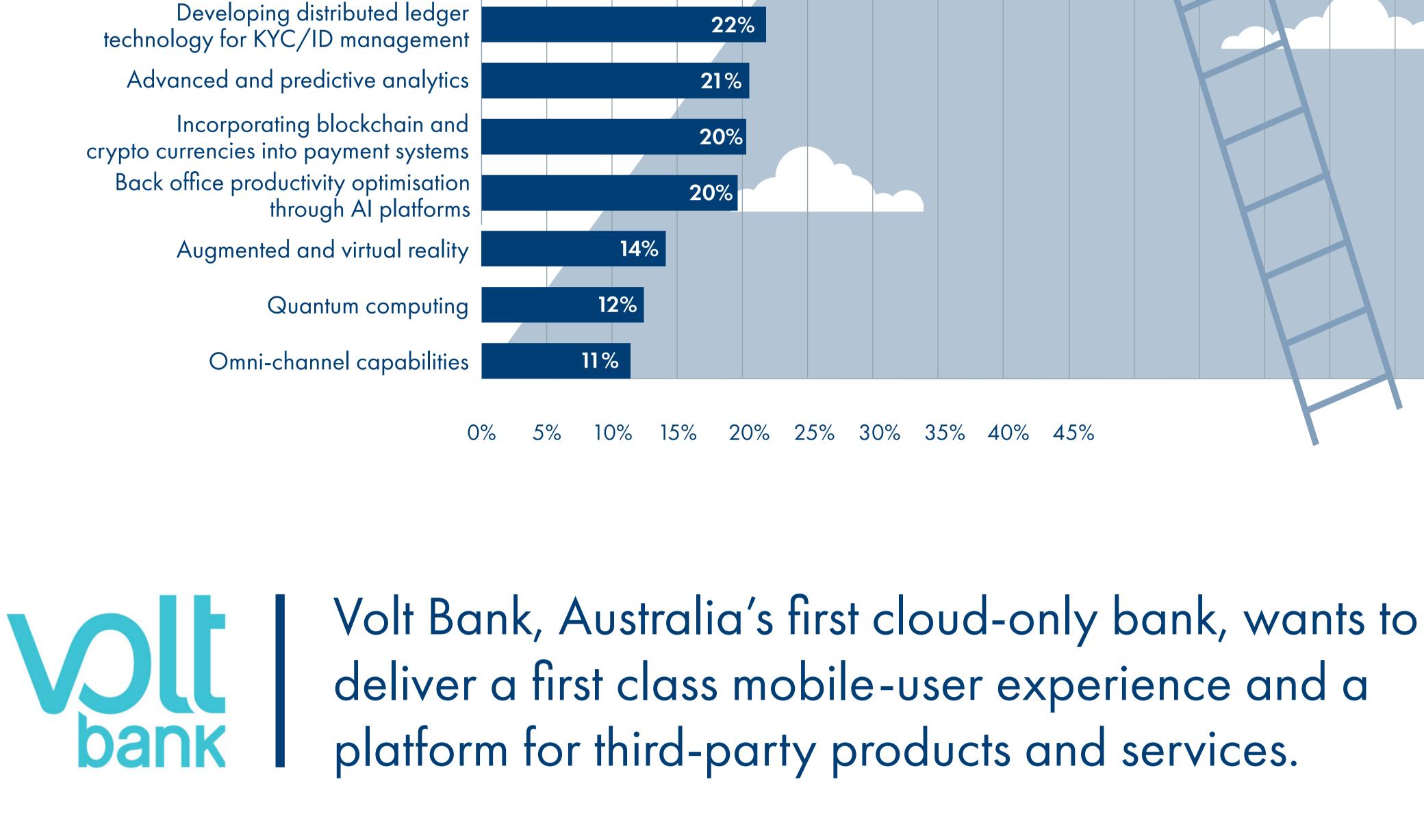
Invest in fintech start-ups

39% Cyber security Cloud based technologies 35% Developing AI platforms like digital advisors 26% and voice assisted engagement channels

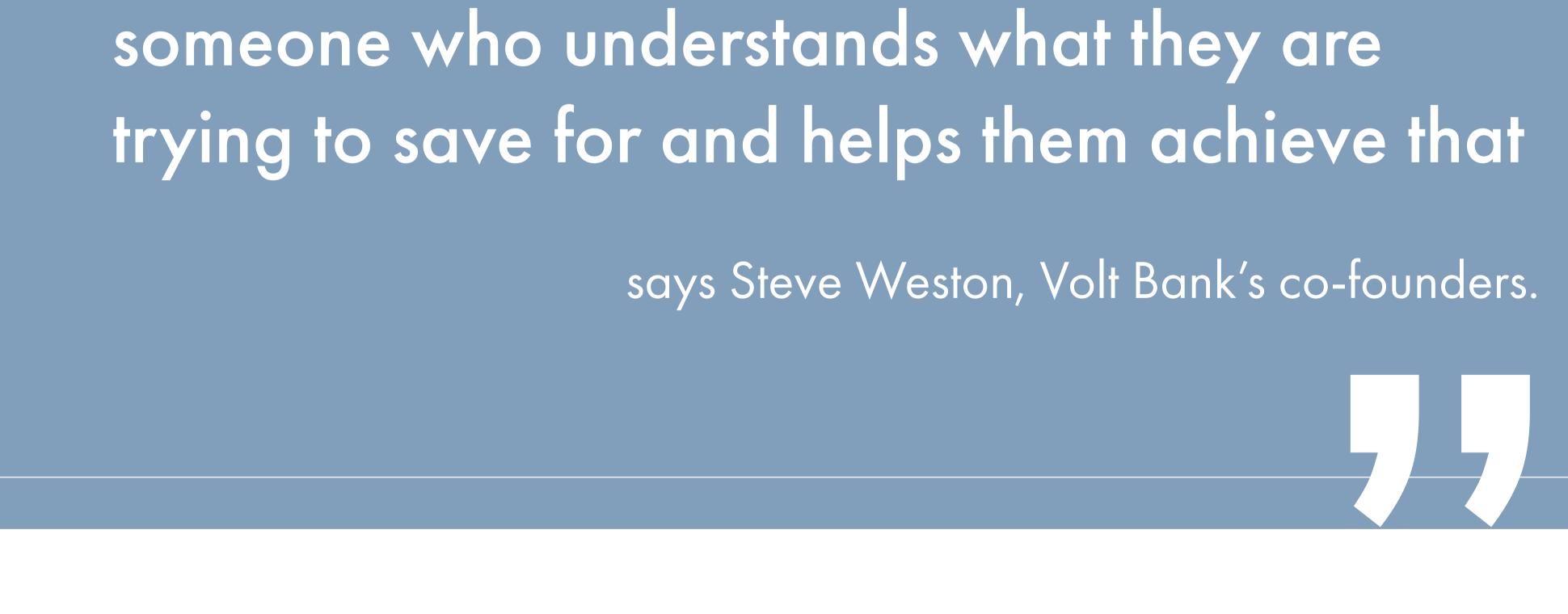
Where is your company focussing

Modernising both front and back office systems

its digital investment? (% of respondents)



deliver a first class mobile-user experience and a platform for third-party products and services.



Customers are saying to us that they want





THE BANKING SOFTWARE COMPANY

*all trends and graphs are sourced from the report:

"A whole new world: How technology is driving the evolution of intelligent banking ", written by the Economist Intelligence Unit, 2019.

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V.01 - 07.2019