

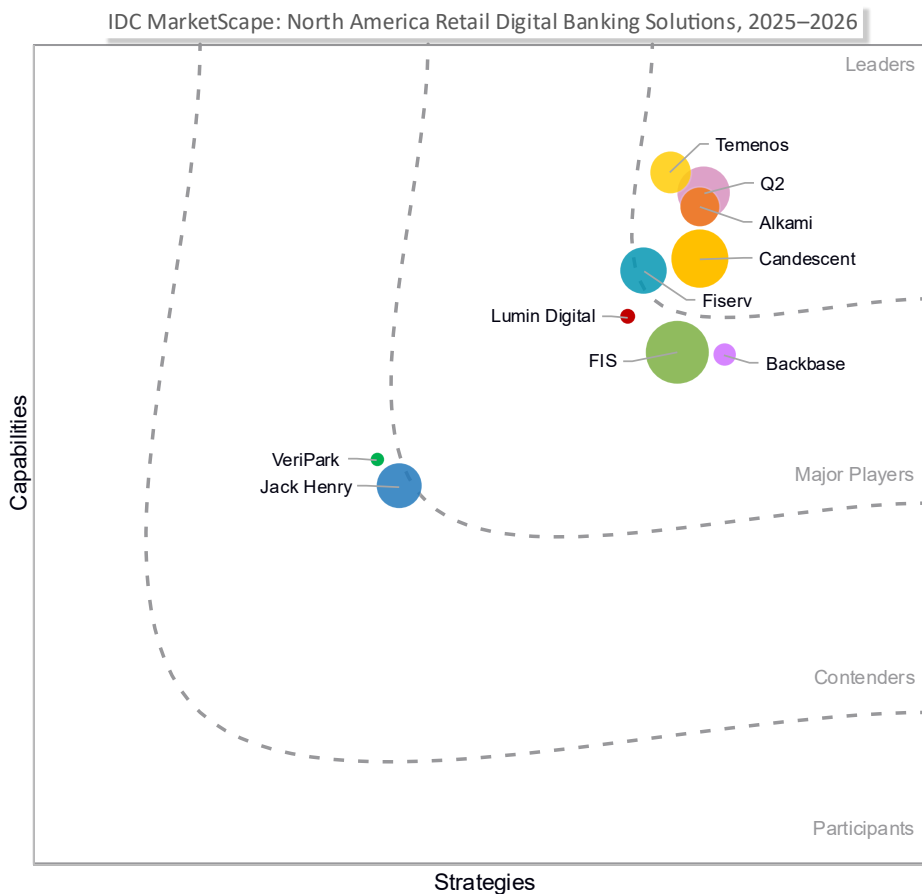
IDC MarketScape: North America Retail Digital Banking Solutions 2025–2026 Vendor Assessment

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THIS IDC MARKETSCAPE EXCERPT FEATURES TEMENOS

IDC MARKETSCAPE FIGURE

Figure 1: IDC MarketScape North America Retail Digital Banking Solutions Vendor Assessment



Source: IDC, 2025

Please see the Appendix for detailed methodology, market definition, and scoring criteria.

IN THIS EXCERPT

The content for this excerpt was taken directly from IDC MarketScape: North America Retail Digital Banking Solutions Vendor Assessment, document number: #US52039425. All or parts of the following sections are included in this excerpt: IDC Opinion, IDC MarketScape Vendor Inclusion Criteria, Essential Guidance, Vendor Summary Profile, Appendix and Learn More. Also included is Figure 1.

IDC OPINION

This IDC Financial Insights study presents a 2025–2026 vendor assessment of retail digital banking solution providers in North America using the IDC MarketScape model. This study quantitatively and qualitatively assesses multiple characteristics that help explain a vendor's success and position in the marketplace.

This IDC MarketScape covers vendors that provide self-service digital banking solutions to the North American market. In this study, all of the vendors are in production with their solutions in North America, although some are relatively new to the market. Those vendors that do not have referenceable accounts in North America but are actively marketing and pursuing the market were not included in this study.

The technology vendors provided an in-depth assessment of their current capabilities and strategies, and their reference clients were interviewed to assess the vendors' ability to meet the market financial institution's strategic needs and current requirements. For the purpose of this study, IDC defined digital banking customer experience as those solutions offered to the retail customer across the channels of online and mobile. Additional self-service components were reviewed but not required to be highlighted in this study.

Key findings from this research include:

- Organizations can use this IDC MarketScape for vendor selection. North American financial institutions can use this IDC MarketScape to help develop a short list of vendors from which to solicit information about their products or services. Technology buyers may use this research to evaluate a vendor's proposal and demonstrate the breadth and depth of a provider's capabilities compared with the overall market.
- Digital banking features continue to become more commoditized as recent years saw a significant investment in digital-first strategies. When looking at overall

features and functionality of online and mobile self-service solutions, there are very few holes in vendor offerings. Any gap in offerings can be quickly filled through open APIs, partnerships, or agile development strategies that can quickly bring to market new features.

- Differentiation for vendors might be on support, investment into innovation, flexibility on cloud delivery, and growth within the North American market. During the vendor selection process, IDC asked to see road maps and discuss future plans for addressing emerging technology, especially around artificial intelligence (AI), onboarding and marketing extensions, flexibility on platform hosting options, and external ecosystem integration.
- Consumers will begin to demand more hyper-personalized experience that can deliver across any channel the same experience with an understanding of the customer's financial journey. Doing this will require financial institutions to push their digital banking solutions to their limits and leverage the numerous opportunities and offerings available from each provider. Our research shows that many financial institutions may lag on rolling out new features and functions or taking advantage of their vendors' top-line solutions; however, as single platform has become the norm, this is becoming less of a concern.

IDC MARKETSCOPE VENDOR INCLUSION CRITERIA

The vendor inclusion list for this study was selected to depict the vendors that are most representative of having an active base of North American banks and credit unions and would likely be on most financial institutions' short lists for digital banking solutions. Vendors were required to offer both an online and a mobile banking solution, whether they were on single or multiple platforms, and the vendor must sell directly to banks and/or credit unions and not directly to consumers. For our research, digital banking is defined only as the self-service component and any enterprise-facing solution to assist customers with their financial needs, whether in a branch or a call center. Solutions that offered primarily a platform for a full custom or headless approach were not part of this research.

ADVICE FOR TECHNOLOGY BUYERS

Each financial institution will come up with its own requirements when looking to either build, renew, or replace its digital banking solution. Before making the decisions, financial institutions should consider the following questions:

- Where does digital banking fit strategically within our organization? Are we more defensive or aggressive with our self-service solutions?

- Do our customers ask for technology before it is available, or do they wait on us to implement new technology and then ask how to use it?
- When doing due diligence on vendors, focus on the following:
 - **Customer satisfaction:** From references that are in production, find out what their experience has been during the entire buying journey. How much long-term vision is shared by the vendor, and does it align with your financial institution's overall digital strategy?
 - **Customer service delivery:** How important are things like advisory groups to you? How readily are other customers willing to talk to you about their experiences?
 - **Customer service offering:** When it comes to day-to-day support, what are the options available, and what are the references saying about the level and quality of support? Can third parties be utilized to provide support in a truly 24 x 7 manner, or have digital assistants to manage routine requests?
 - **Delivery models:** What are my implementation options and ability to use partners and systems integrators? How important is flexibility regarding on premises versus cloud? What are the options of various cloud service providers? What is the use of a more configurable option for out-of-the-box experiences, or a more customizable approach leveraging open API and SDKs for internal programmers to create new features, or going headless with the CX?
 - **Financial considerations:** How important is it to understand the long-term viability of a company or to understand its overall financial health? Does private, public, or private equity ownership play into your due diligence process?
 - **Functionality:** Where does the vendor align among its competitors or custom-built solutions when it comes to emerging product functionality? Does it matter if the vendor owns the digital asset or if it partners with other fintech providers? Is the solution in production from another financial institution using your current core provider?
 - **Growth:** What is considered to be a healthy growth that does not impact on the ability to absorb new clients and can scale as needed? Is the vendor growing too quickly and unable to meet promised features and functional upgrades and updates? Is the vendor growing too slowly in the region?
 - **Innovation:** Is the vendor providing the appropriate level of automation and artificial intelligence to provide personalized experiences? Is flexibility of embedding third-party fintech solutions into your digital experiences important, and if so, how is the vendor addressing that today?

- **Pricing models:** What options are available from a pricing standpoint? Are there certainty and transparency, and are they competitive?
- **R&D:** What is the vendor reinvesting back into its solutions, and how does this compare with others in the market?

VENDOR SUMMARY PROFILE

Temenos

Temenos is positioned in the Leaders category in the 2025–2026 IDC MarketScape for North America retail digital banking solutions.

- **Ownership:** Public (SIX: TEMN)
- **Headquarters:** Geneva, Switzerland; founded in 1993
- **Notable M&A or capital event:** Acquired Kony in 2019
- **Digital banking marketing brand:** Temenos Digital

Temenos Digital (formerly Infinity) is a cloud-native, API-first front-office platform that supports retail, SME, corporate, and wealth banking across mobile, web, and branch channels. Core functionality includes digital onboarding, origination, account servicing, payments, and personal financial management, with embedded AI providing personalization, analytics, and engagement features.

Although frequently deployed with the Temenos core, the platform is core agnostic and can be used with non-Temenos cores. Its modular, microservices-based design allows institutions to adopt specific journeys — such as account opening or lending — without replacing the full platform, and continuous upgrade capabilities support scaling. Temenos emphasizes its global reach, positioning the platform as adaptable for banks of different sizes and geographies seeking to accelerate digital transformation.

Strengths

- **Scale and reliability:** Long-standing public company with strong financial stability and market presence
- **Flexible architecture:** API-driven, microservices-based design enables omni-channel delivery, advanced security features, and deployment on cloud or on premises
- **Ecosystem and integrations:** Pre-integrated with Temenos Core while remaining core agnostic and extended through the Temenos Exchange marketplace for fintech add-ons

- **Acquisition-driven enhancements:** Strategic acquisitions such as Kony and Avoka that have expanded workflow capabilities, accelerated product development, and strengthened regional offerings

Challenges

- **North America traction:** Client adoption is stronger globally, with limited visibility in North America, where many institutions lean toward core-affiliated digital solutions.
- **Implementation risks:** Some projects have faced delays or cost overruns, with steep learning curves and specialized expertise requirements that can strain smaller banks and credit unions.
- **Support and training gaps:** While overall product quality is perceived positively, clients report slower support processes, limited formal training, and unclear road map communication — especially for acquired components.
- **User interface and road map concerns:** Ongoing updates to native app interfaces, accessibility features, and integration of acquisitions raise questions about consistency and transparency.

Consider Temenos When

Temenos Digital is well suited for midsize to large banks, credit unions, direct banks, and neobanks seeking a core-agnostic, modern digital banking platform deployable across multiple environments. It is particularly relevant for existing Temenos core clients looking to consolidate digital and core systems under a single vendor while retaining deployment flexibility in cloud or on-premises models.

APPENDIX

Reading an IDC MarketScape Graph

For the purposes of this analysis, IDC divided potential key measures for success into two primary categories: capabilities and strategies.

Positioning on the y-axis reflects the vendor's current capabilities and menu of services and how well aligned the vendor is to customer needs. The capabilities category focuses on the capabilities of the company and product today, here and now. Under this category, IDC analysts will look at how well a vendor is building/delivering capabilities that enable it to execute its chosen strategy in the market.

Positioning on the x-axis, or strategies axis, indicates how well the vendor's future strategy aligns with what customers will require in three to five years. The strategies category focuses on high-level decisions and underlying assumptions about offerings,

customer segments, and business and go-to-market plans for the next three to five years.

The size of the individual vendor markers in the IDC MarketScape represents the market share of each individual vendor within the specific market segment being assessed.

Each of the 10 vendors evaluated in this IDC MarketScape has the capabilities to support a broad range of functions and services to support banks, credit unions, fintechs, and digital banks with digital self-service account access for their retail banking customers. There is a decent mix of vendors that are purely focused on digital banking and others that offer a full suite from core banking through digital solutions. All of the vendors in this IDC MarketScape can provide a robust solution for digital banking and offer modern solutions for their clients; however, during the process, the importance of choice and delivering enhancements are components that customers want when choosing a digital banking vendor.

IDC MarketScape Methodology

IDC MarketScape criteria selection, weightings, and vendor scores represent well-researched IDC judgment about the market and specific vendors. IDC analysts tailor the range of standard characteristics by which vendors are measured through structured discussions, surveys, and interviews with market leaders, participants, and end users. Market weightings are based on user interviews, buyer surveys, and the input of IDC experts in each market. IDC analysts base individual vendor scores, and ultimately vendor positions on the IDC MarketScape, on detailed surveys and interviews with the vendors, publicly available information, and end-user experiences in an effort to provide an accurate and consistent assessment of each vendor's characteristics, behavior, and capability.

Market Definition

This IDC MarketScape is focused on vendors that provide software and platforms to financial institutions to provide their retail banking customers a digital banking self-service experience, including, but not limited to, online banking, mobile banking, native mobile apps, tablet banking, and conversational banking. For this study, IDC is not including omni-channel, which would include in-branch enterprise-facing solutions to assist customers in sales and support but accessed by bank employees or solutions that were aimed at small or midsize businesses.

Related Research

- *Drivers for Financial Institution Selection by Consumers Are Product, Price, and People* (IDC #US53782125, September 2025)
- *2025 IDC FinTech Rankings: Trends and Analysis of Most Influential Global FinTechs* (IDC #US52948925, September 2025)
- *Industry Buyers Handbook: Worldwide Finance, 2025* (IDC #US52954125, August 2025)
- *Generative AI Use Case Taxonomy, 2025: The Banking Industry* (IDC #US53344525, April 2025)
- *What Are the Priorities in Personalized and Contextual Retail Banking Customer Experiences?* (IDC #US53293625, April 2025)
- *Customer Identity: The Foundation for AI-Infused Retail Banking Growth* (IDC #US52948725, March 2025)
- *Today's Digital-First Banking Customer Looking for More Guidance and Ease of Onboarding: Digital First Requires Further Refinement and Innovation in Retail Banking Solutions* (IDC #US53069525, January 2025)

Synopsis

This IDC study uses the IDC MarketScape model to provide an assessment of technology vendors participating in the North America retail digital banking solution, primarily providing online and mobile self-service solutions.

"We continue to see a further narrowing around the features and functions available to leverage within online and mobile digital banking experiences for the retail customer, requiring institutions to step up their game in creating hyper-personalized experiences and outstanding levels of support along with the tools necessary for customers to maintain a seamless financial journey," says Marc DeCastro, research director, IDC Financial Insights. "The vendors in this IDC research have not only created their own digital offerings but have embraced the fintech ecosystem to help create experiences to attract and retain today's digital customers; however, each institution is wise to conduct its own due diligence when expanding or entering any new digital platform to ensure it aligns with the strategic focus of the institution."

ABOUT IDC

International Data Corporation (IDC) is the premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets. With more than 1,300 analysts worldwide, IDC offers global, regional, and local expertise on technology, IT benchmarking and sourcing, and industry opportunities and trends in over 110 countries. IDC's analysis and insight helps IT professionals, business executives, and the investment community to make fact-based technology decisions and to achieve their key business objectives. Founded in 1964, IDC is a wholly owned subsidiary of International Data Group (IDG, Inc.).

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