Top 10 Drivers of Change in Banking

Drivers of change for future growth in banking

- Digital Transformation
  - Digital labor, artificial and cognitive intelligence, platform models, payments, talent, cloud, API / fintech ...and, more

- Customer Experience
  - On-demand, customized products and service to akin to Amazon

- Data & Analytics
  - Adroit management of data for product, service, and strategic-planning purposes

- Disruptive Technologies
  - Disruptive technologies, such as blockchain, are driving change in the industry

- M&A
  - Activity will continue at a steady pace in foreseeable future

- Economic shifts/ geopolitics
  - The world is getting smaller and connectivity is getting greater; demographic shifts

- Tax Reform
  - Impacts on individuals, businesses and their banks continue to evolve globally

- Regulation
  - Uncertainty surrounding a complex and inter-connected global issue

- Cyber
  - Constant and growing threat to the business and its customers

- Cost
  - Improve margins through unceasing focus on labor and processes

- Uncertainty surrounding a complex and inter-connected global issue

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