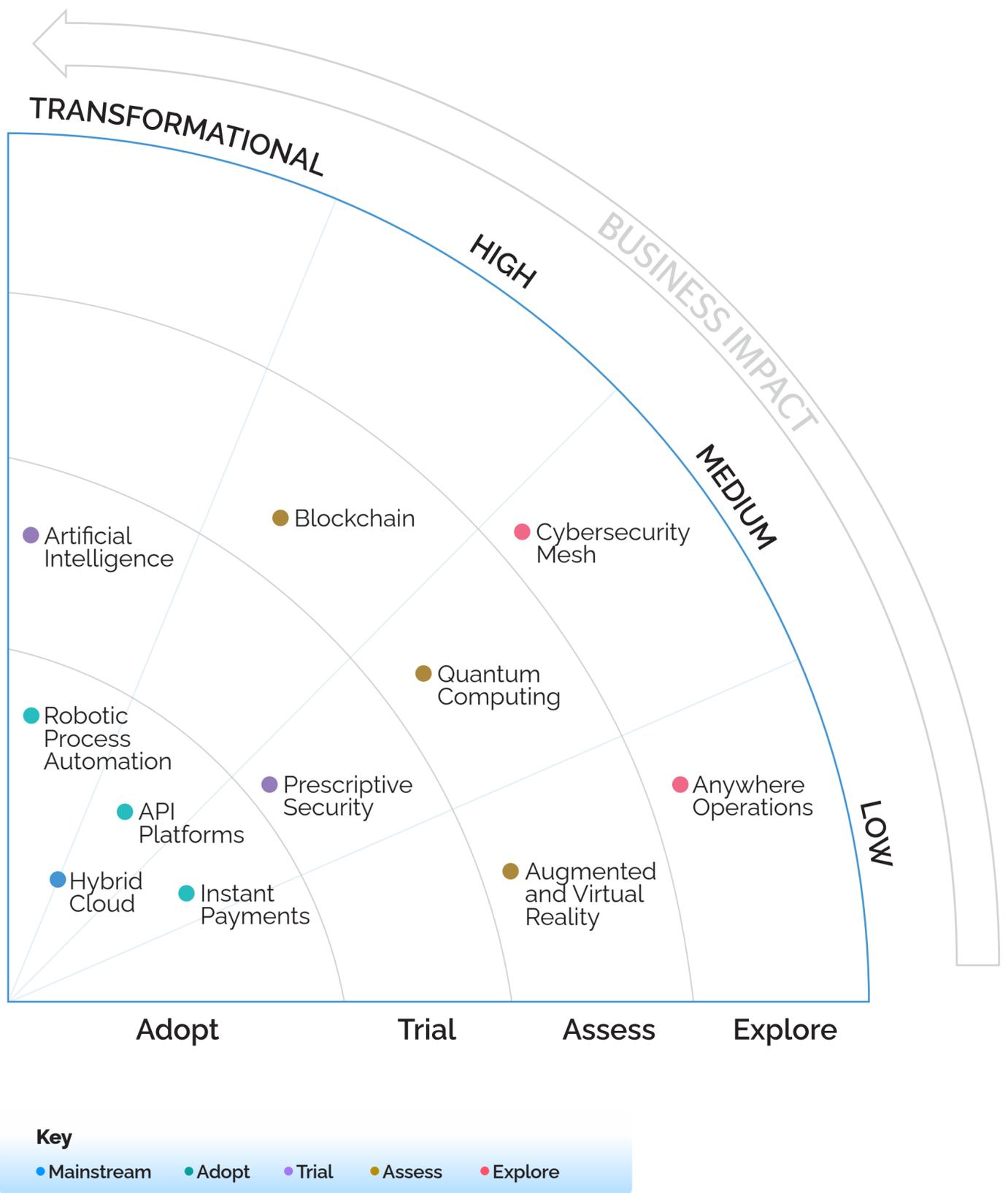


The disruptive technologies shaping the future of banking



Hybrid Cloud is reviving cloud initiatives by enabling secure and seamless integration of private and public cloud platforms, thus exploiting the benefits of public cloud (pay-per-use, 'infinite' bursting resources, agility and innovation) as well as taking advantage of the flexibility and power of cloud-native applications. Banks should urgently assess their data and applications to define a consistent classification allowing to guide their cloud-first strategy.

API Platforms allow financial products and services to be distributed and serviced across third parties. Banks should put API platforms at the heart of their digital strategy to attract ecosystem partners.

Robotic Process Automation will bring virtual workforces to manage repetitive tasks, reducing the cost of administrative and regulatory processes by at least 50% while improving quality and speed. Banks need to standardize processes to facilitate automation and engage in ambitious change management programs.

Instant Payments - with the move towards a cashless society and ever more connected devices - is making the payments sector evolve rapidly, driven by data and better customer experiences. Banks must explore Instant Payments and other game-changing technologies launched via social networks, chatbots or virtual assistants to offer new P2P, B2B and even M2M services.

Artificial Intelligence promises to replace human cognitive capabilities with robo-advisors, virtual assistants, chatbots and knowledge engineering. It will impact customer service, trading and compliance. Banks should prepare for the human, security and legal impact.

Prescriptive Security uses big data analytics, real-time monitoring including the dark web, AI and automation to detect potential threats and stop them before they strike. Applications range from cyber protection to fraud management and compliance. Banks should explore integrating it into their Security Operation Centers.

Blockchain is a potential game-changer for conducting business with parties without prior trust relationships. Beyond payments or cash management, it could revolutionize audit trails, automated contracting and the microservice economy.

Augmented and Virtual Reality are blurring real and virtual worlds, allowing customers and employees to engage with financial services within the context of their current environment. Financial services should explore potential use cases in retail banking.

Quantum Computing promises to break traditional combinatorial analysis limitations, bringing advances in risk analysis and high-frequency trading within ten years. This will elevate risk by potentially breaking current cryptographic standards, threatening to cause a 'crypt-apocalypse.' Banks must start preparing for quantum-safe cryptography.

Cybersecurity mesh is a distributed architectural approach to cyber control at scale which is flexible and reliable. The mesh switches the focus from defending a typical IT perimeter to a more modular approach that centralizes policy orchestration but distributes enforcement of cyber security policy.

Anywhere operations can provide round-the-clock access to all aspects of a bank's IT requirements for customers and employees alike from any given location regardless of where people or assets are physically located.