

TRANSFORMING FINANCIAL SERVICES

VIDEO TRANSCRIPT

The FS industry is being forced to reinvent itself. Customers are more demanding.

91% Expect their banks to know them.

52% Want their insurers to improve their online access.

Digital is disrupting every part of the business.

Convergence of big data & analytics ...

Explosion of fintech ...

Cloud ...

Social media ...

Mobile ...

Internet of Things ...

Artificial intelligence ...

Robotic automation ...

New competitors are threatening incumbents and their business models.

59% Insurers who expect to be challenged by online service providers like Amazon

40% 18 - 34-year-olds who would switch to Google if it launched a bank.

Regulations are becoming ever more demanding. Mandatory change consumes +60% of most FS firms' change budgets

FS executives know they must transform ... or fail.

84% "We must reinvent ourselves or be

disrupted from the outside"

They know transformation must be more comprehensive.

Change how they work ...

Shift leadership & culture ...

Adapt how they serve customers ...

Move their business into the future ...

Transformation needs change leadership

Business Leadership

No. 1 driver of business performance during Transformation.

Vision & Direction

Has 3 - 4 times greater impact on benefits realization than any other change factor

Agile methods are needed to manage rapid, complex change.

High performers take on 30 - 50% more change, run faster change programs. A few leading FS firms use Agile methods for most of their business & technology change.

Data & analytics is transforming change management.

ChangeTracking© pinpoints the drivers of successful change.

Deep insights form a scientific basis for the art of change.

Real-time data tracks change progress ...

Shows where to invest when things go off-track.

Reduces risk, increases change benefits, boosts business performance.

Change capability has become a core competence.

Leaders are investing in their ability to change:

Reinforcing their change teams ...

Making change a professional career ...

Building new capabilities & ways of working ...

Strengthening change governance, methods & tools.

Make change your competitive advantage.

Transformation is key to short-term survival and & long-term success.

We balance the science & art of successful change.

Help you get fit for change by professionalizing your change capability.

We serve 40 of the top 50 banks worldwide.

30 of the 35 insurers in the Fortune Global 500.

And 17 of the top 20 investment banks.

Why not let Accenture help make change your competitive advantage?