



High performance. Delivered.

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?