

VIDEO TRANSCRIPT



FUTURE OF BANKING OPERATIONS

**BACK OFFICE:
IT'S TIME TO MEET
THE CUSTOMERS**


accenture

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A: SET UP

OST:

Screen 01

BANKS

It's time for the back office to MEET THE CUSTOMERS!

Screen 02

Traditional paper-based operations...

Screen 03

keep back and front office apart

Screen 04

SLOW

INEFFICIENT

INFLEXIBLE

Screen 05

Now, digital is a window for customers...

Screen 06

to look into the back office

Screen 07

The front and back office need to UNITE

Screen 08

...to increase personalization

Screen 09

...and release trapped value

Screen 10

Operations are a vital part...

Screen 11

of a better customer experience

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B: THEMES

OST:

Screen 12

In this new customer-first bank of the future...

Screen 13

data is liberated from legacy siloes

Screen 14

To ENABLE

Screen 15

rapid change...

Screen 16

agile and DevOps delivery...

Screen 17

greatly reduced errors and cycle time...

Screen 18

and continual digital touchpoint improvements

Screen 19

Accenture's 2018 North America Banking Operations Survey...

Screen 20

identifies four key THEMES

Screen 21

'Customer First' has reached the back office

Screen 22

The legacy environment is holding back change

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Screen 23

Bank operations becomes the intelligence engine

Screen 24

Tapping trapped value elevates customer experience

C: SOLUTION

OST:

Screen 25

Accenture can help

ACCELERATE

your journey

Screen 26

to become the new front office

Screen 27

Create AGILITY

Screen 28

through digital decoupling

Screen 29

Gain SPEED

Screen 30

by adopting agile software development methods

Screen 31

OPTIMIZE the customer journey

Screen 32

by re-skilling back-office workers to embrace the NEW

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Screen 33

Bring the best of operations...

Screen 34

DATA

PEOPLE

PROCESSES

Screen 35

directly to customers

Screen 36

And transform your operations for the digital economy

Screen 37

[accenture.com/BankingOpsSurvey](https://www.accenture.com/BankingOpsSurvey)

Screen 38

(Accenture logo)