



VERTICAL INDUSTRIES

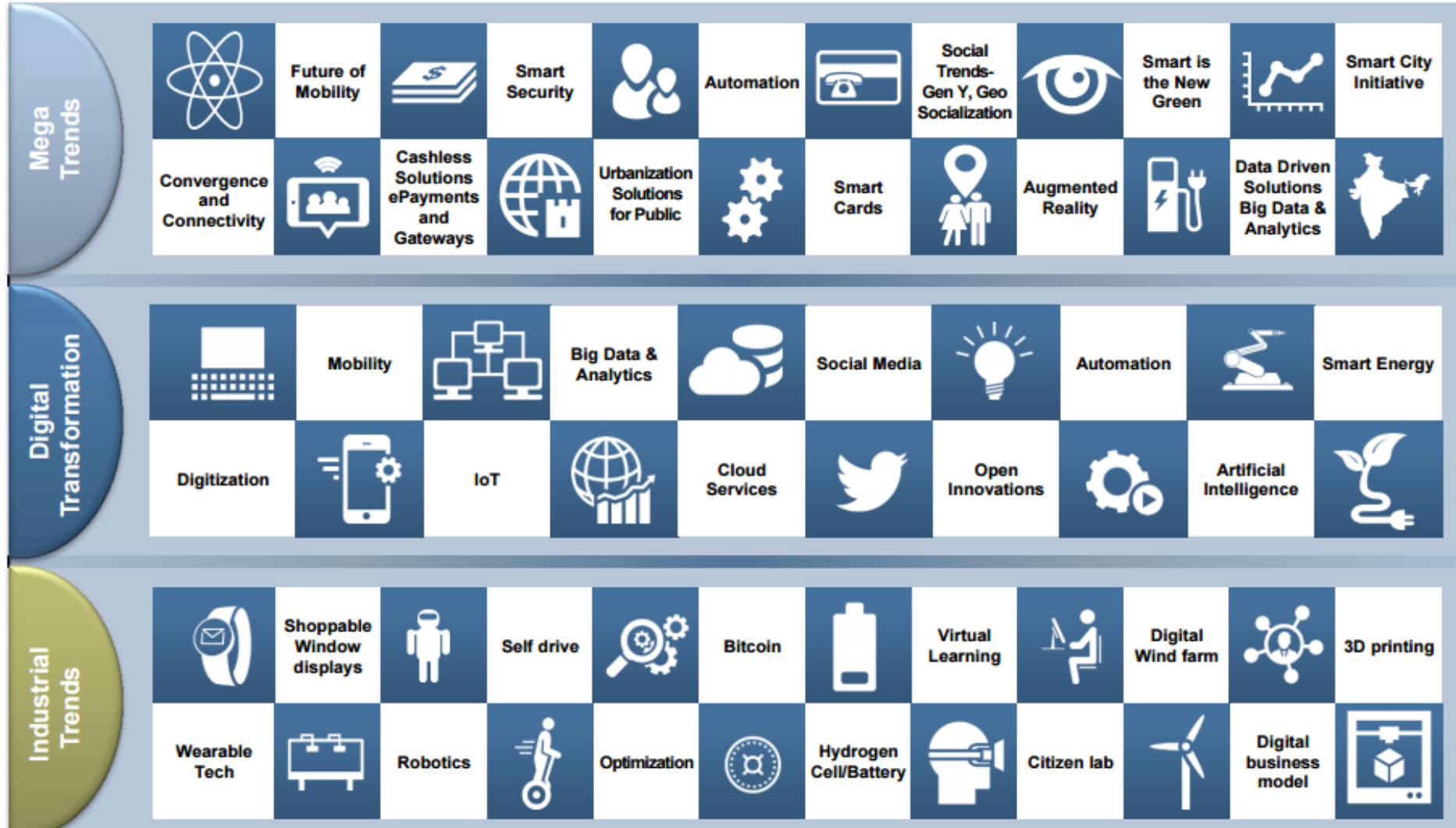
Market Outlook

Digital Transformation Trends Enabling the Mega Trends for Verticals

Industry specific sub-trends impacting the various verticals revolve around both IT intensive sectors, such as BFSI and automation inclined sectors (such as Oil & Gas)

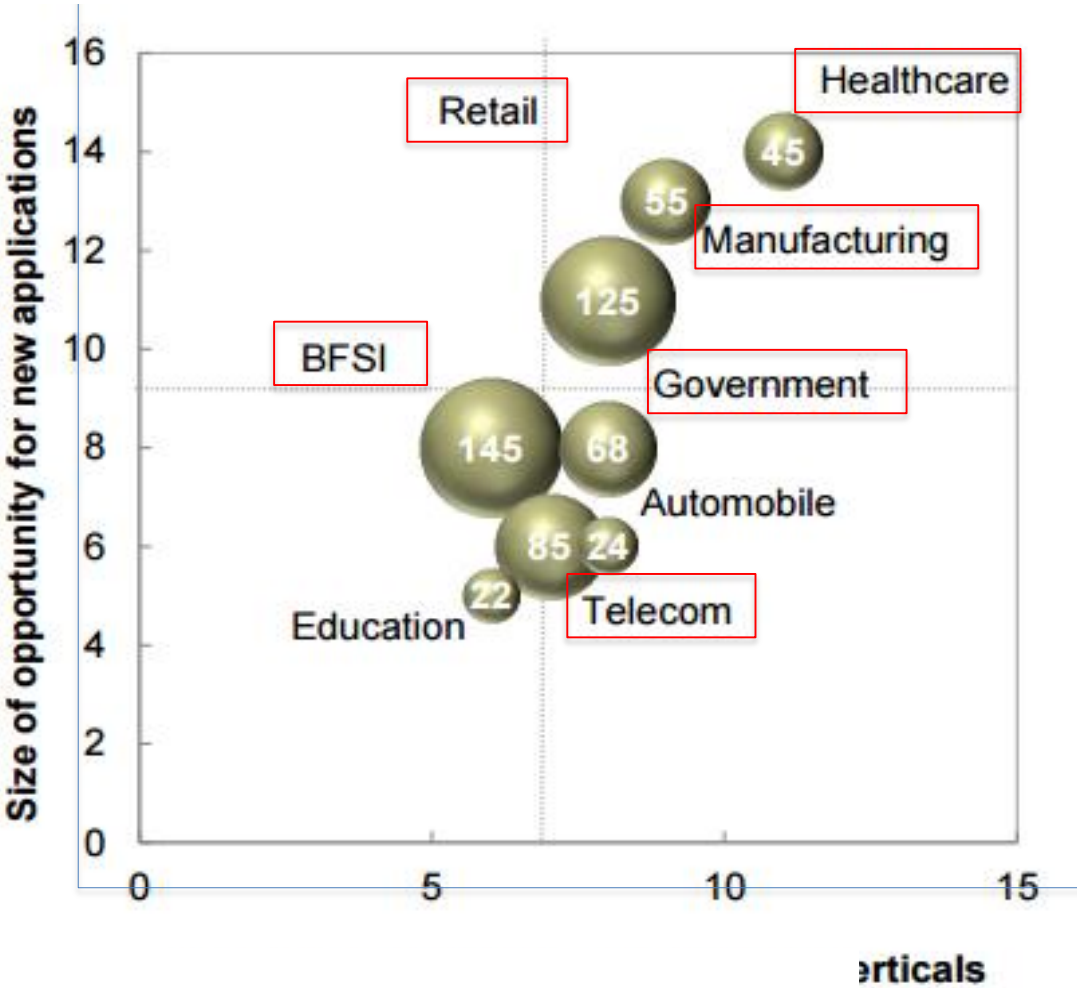


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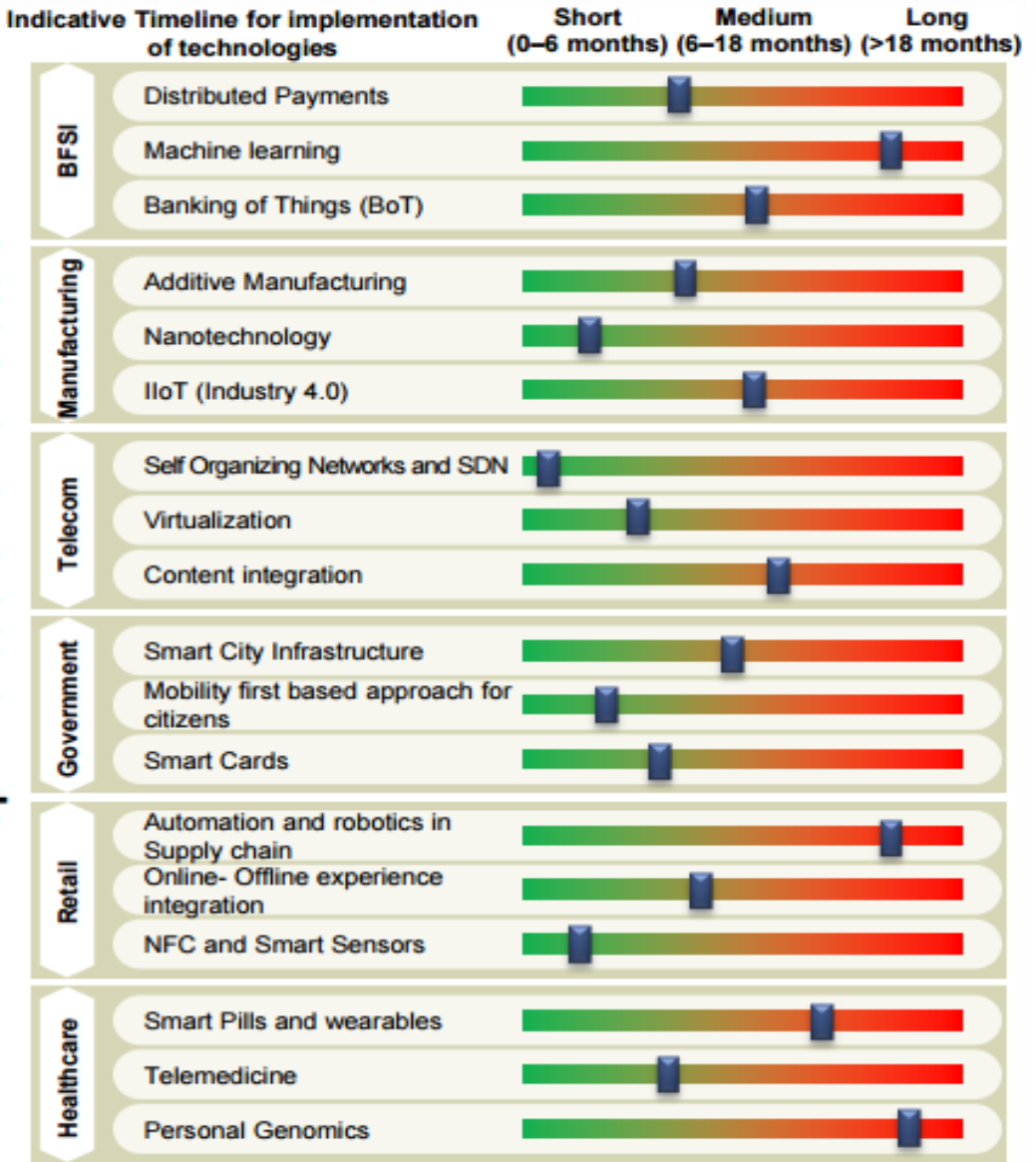


Uptake of Technology Across Verticals - Global

Given the existing IT uptake of various verticals, some verticals will take a more innovative approach towards usage of IT in future.



Top Innovations TOP 6 Verticals



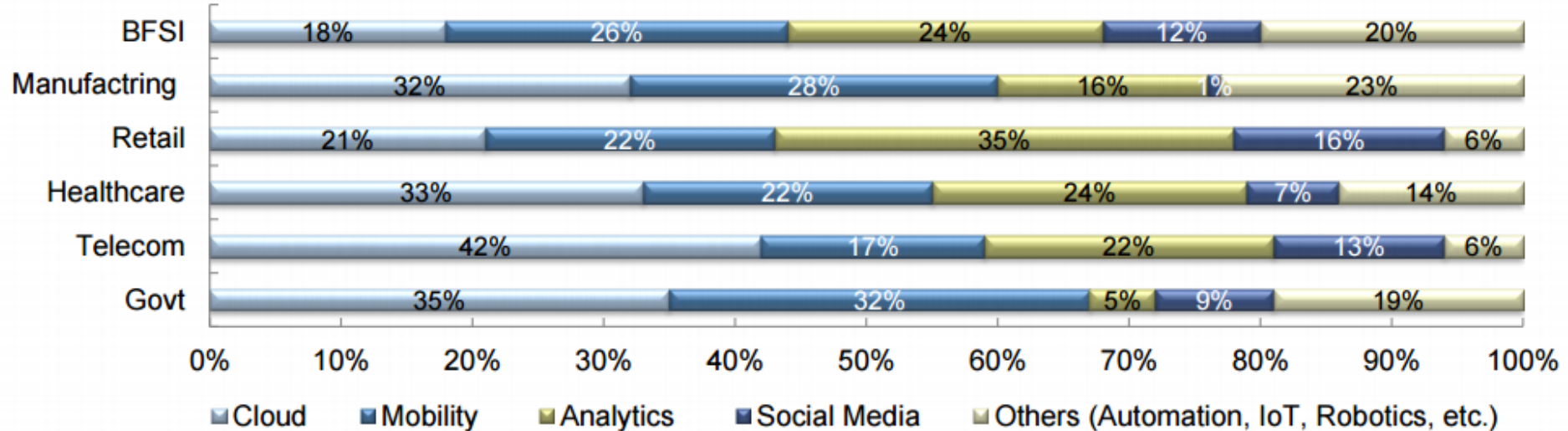
Top Technologies' Penetration Across Verticals - Global

Enterprises that are planning their global presence have to frame a clear IT investment and adoption strategy to enable global data transactions; cloud and mobility show the highest uptake.



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Total Digital Enterprise Transformation Solutions Market: Percent Share of Digital Technologies on Total Digital Spend of Each Vertical, Global, 2016



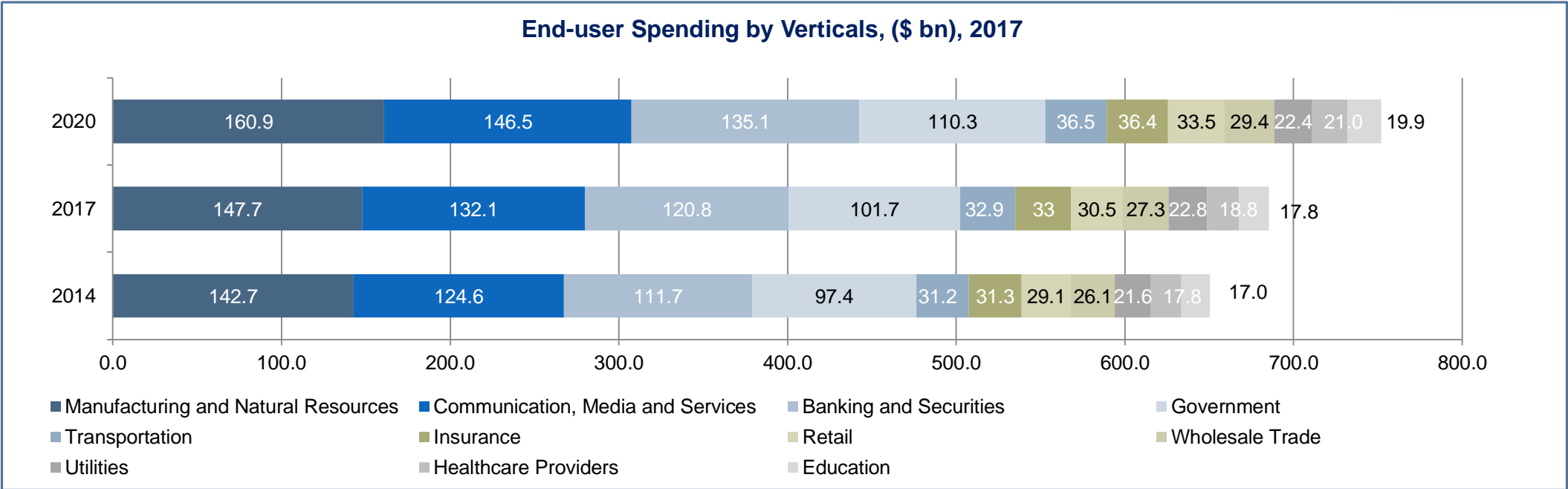
- Globally, government and telecom industries spend the maximum on cloud services, in excess of 40% of their overall incremental IT budgets*. Example: Starting of with mail services, official emails are configured on cloud-based platforms or applications such as Microsoft Office 365 and Google Apps for Work.
- Manufacturing sector is going through a revolutionary change, leveraging IoT, Mobility, and Analytics to streamline processes and maintain the flow across the value chain. Device manufacturers develop devices to suit the work environment and enable mobility of workforce. Predictive analytics is being used for machine maintenance. IoT is gaining a lot of adoption in shop floor for asset utilization.
- Healthcare: Hospital enterprises are striving to reach high level of efficiency, quality, and clinical outcomes through digital technologies, such as Patient Health Records (PHR), which has been named Apollo Prism, has been put on the cloud.

Asia Pacific ICT Market Outlook By Verticals

Asia Pacific – Enterprise ICT Market Spending by Vertical Industry

Upsurge in ICT spending across most verticals, excluding the utilities sector by 2020

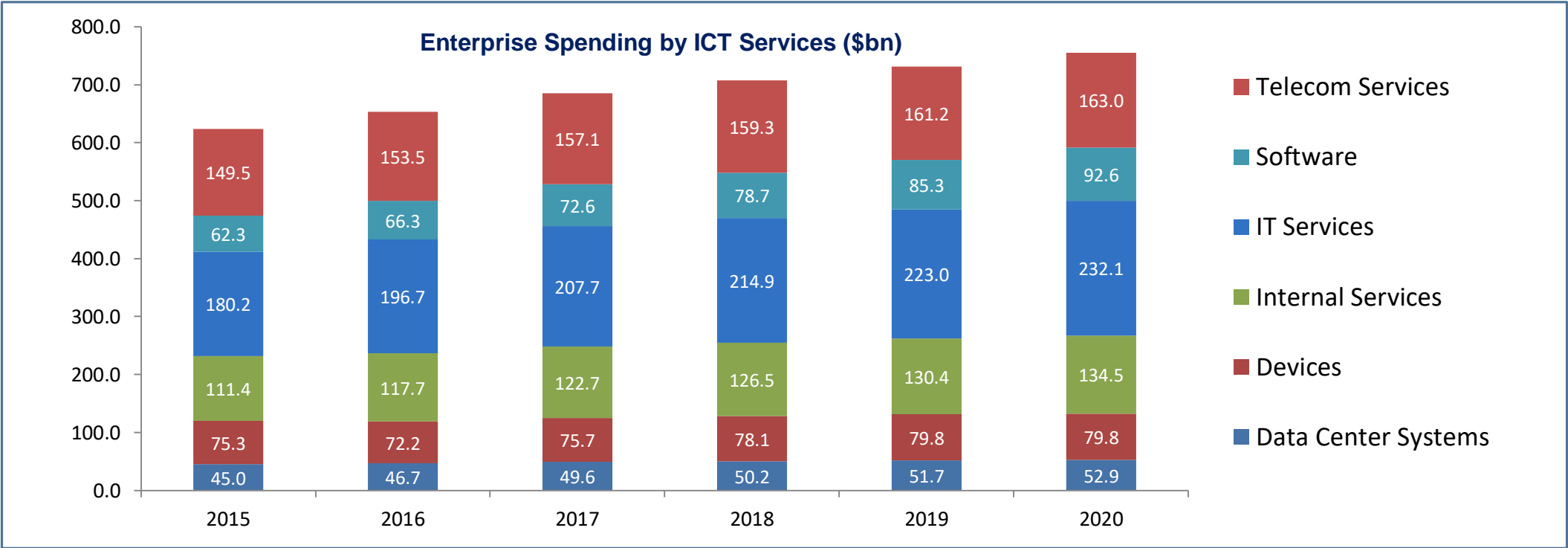
End-user Spending by Verticals, (\$ bn), 2017



- Manufacturing and Natural Resources sector has dominated the enterprise ICT spending in Asia-Pacific. It is projected to contribute 21.5% of total spending in 2017, and will continue growing at a CAGR of 2.8%.
 - Amidst global economic fluctuation and intense competition, manufacturers are pushed to maintain revenue, as well as improve operational process and customer satisfaction. This sparks demand for enterprise applications, business intelligence, and security which leads to investment in software.
- BFSI, Education, and Healthcare are projected to grow the fastest, each at a CAGR of 3.8%, over 2017-2020
 - BFSI industry is highly dynamic, driven by competition from new players (e.g. fintech) and new banking regulations, resulting to needs to continuously improve business model and employ innovation to deliver maximum protection and consumer satisfaction. Due to high growth, coupled with large portion of BFSI’s spending towards overall APAC spending, the sector shall be considered future priority vertical

Asia Pacific – Enterprise ICT Market Spending by Vertical Industry

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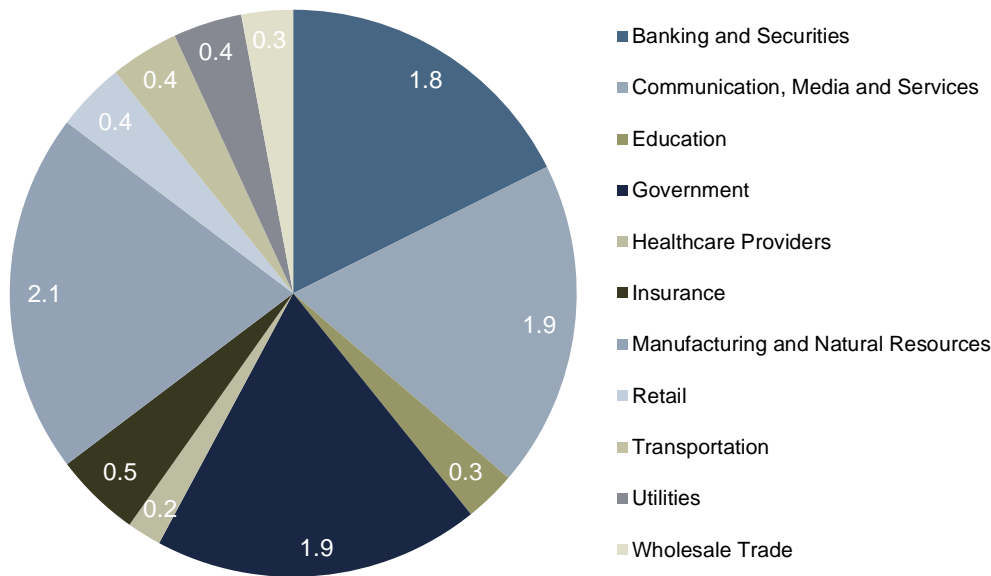
- Software and IT services are the fastest-growing categories in APAC, with projected growth of 8.4% and 3.8%, respectively, over 2017-2020.
- Majority of enterprise spending are still dominated by telecom services as many emerging APAC countries and Greater China are are still in the stage of purchasing the core traditional ICT bricks which will serve as the backbone for modern technology.
- On the other hand, majority of spending in Mature APAC countries are allocated towards IT and Internal services, mirroring the North America and Europe regions. Future growth in Mature APAC will be driven by software and is projected to rise at a CAGR of 7.0% over 2017-2020, driven by companies' greater openness towards cloud computing, enterprise mobility solution, growing demand for business intelligence and analytics

Malaysia ICT Market Outlook By Verticals

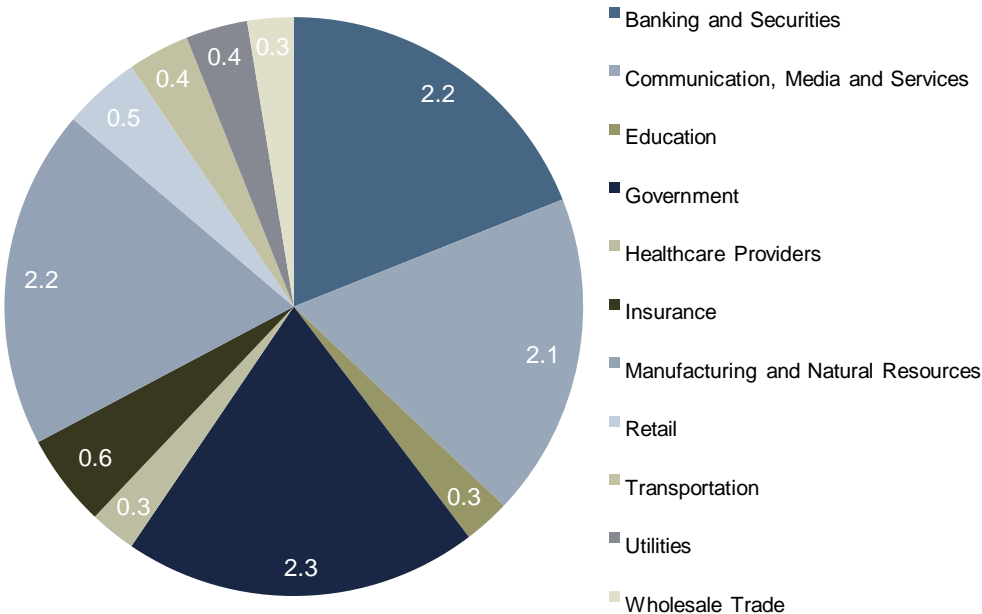
Malaysia – Enterprise ICT Market Spending, by Verticals

By 2020, BFSI, Government & Transportations sectors will see highest CAGR

End-user Spending by Verticals, Malaysia, (\$ bn), 2017



End-user Spending by Verticals, Malaysia, (\$ bn), 2020



- Malaysian ICT spending in 2017 will be led by the Manufacturing & Natural resources sector followed by Government & Communications, Media and Services sector.
- By 2020, Banking & Securities , Healthcare, Government, Transportation & Utilities sectors are expected to see highest CAGR in ICT spending as compared to other verticals, rising at 5.9% , 5.4%, 5.8%, 5.5% and 5.4% respectively.
 - Banking sector ICT spending will be driven by trends in e-commerce & Fintech with key spending in IT services & internal services
 - Digital government initiatives led by agencies such as MAMPU is expected to drive ICT spending in the government sector, with key spending in IT services and telecom services segment
 - Transportation sector will see highest growth rates of ICT spending from its air transport, rail and water and warehousing, courier support service segments

Key Verticals : Demand & Supply Trend Analysis

Higher demands for ICT from different verticals due to rising need to increase efficiency and save on operational costs

Banking & Securities	<ul style="list-style-type: none">• E-commerce, e-banking and Fintech solutions are driving ICT developments in the banking sector, driven by rising need to enhance core services and save on operational costs• Leveraging technologies such as Artificial Intelligence, Digital Payments and Big Data Analytics (BDA)
Manufacturing & natural resources	<ul style="list-style-type: none">• Driven by Industry 4.0, digital technology such as Robotic Process Automation (RPA) are increasingly being utilized in the manufacturing sector and natural resources sector e.g. automation in palm harvesting• Government is encouraging local players to embrace automation and smart manufacturing through the utilization of Internet of Things (IoT)
Government	<ul style="list-style-type: none">• Driven by eGov 3.0, ICT adoption in Government sector is moving towards an open government model thus increasing public participation through technologies such as Big Data & Cloud Computing• Public sector ICT initiatives include Gallery of Malaysian Government Mobile Applications (GAMMA), Malaysia One Call Centre (1MOCC), as well as Government Online Services Gateway (GOS)
Communication, Media & Services	<ul style="list-style-type: none">• New technologies such as optic fibres, wireless transmission, satellites & digitalization are being used with offerings such as 3G content, WIMAX digital TV, VOIP & sensor technology• ICT initiatives in areas such as Greater KL contribute to better high speed broadband & WiFi availability, where as mobile broadband is making up for the lack of fixed-line infrastructure
Transportations	<ul style="list-style-type: none">• IT services in transportation sector’s shared services outsourcing (SSO) is rapidly growing• Increasing utilization of ICT applications from green technology to contribute to a better fuel-economy & lower greenhouse emissions .

Malaysia : Verticals Market Outlook - ICT Spending & Key Trends

VERTICALS	ICT Spending (USD 'Mn) Y2017	ICT Spending (USD 'Mn) Y2020	CAGR (2017-2020)	KEY MARKET TRENDS	
BFSI	2,079	2,470	5.9 %	<ul style="list-style-type: none"> Integrated Mobile & E-Payment Ecosystem Blockchain Moves Beyond Hype Acceleration in Digital Transformation Process 	<ul style="list-style-type: none"> Cloud Services in Banking Environment Big Data Analytics to Better Serve Customers FinTech Creates New Business Ecosystem
Manufacturing	2,111	2,247	2.1 %	<ul style="list-style-type: none"> IoT & Mobility will increase automation Predictive / Advanced Data Analytics Security for IT Systems 	<ul style="list-style-type: none"> Cloud Computing is Revolutionizing Evolution in the Role of Robotics Industry 4.0 Driven
Retail	435	493	4.2 %	<ul style="list-style-type: none"> Integrated Multi-Channel (Omni-Channel) Mobile Retailing via Smart Phones & Tablets Customer Centric Data to Influence Customers 	<ul style="list-style-type: none"> Predictive Analysis / Big Data Adoption of Cloud-Based Solutions for Flexibility IoT to Enhance Customer Shopping Experience
Transportation	364	427	5.5 %	<ul style="list-style-type: none"> Mobility Services Become Key Differentiator Predictive / Advanced Data Analytics Robotic & Automation to Reduce Workforce 	<ul style="list-style-type: none"> Cloud Adoption for Business & Process Flexibility Blockchain to Increase Security & Efficiency Adoption of Consistent IT Standards
Government	1,946	2,302	5.7 %	<ul style="list-style-type: none"> Digital Government Platforms Mobility Services for Workforce & Citizen Data Collection & Actionable Analytics 	<ul style="list-style-type: none"> Enhanced Security & Protection to Public IoT Connected Cities / Smart Cities Automations & Robotics
Education	273	309	4.2 %	<ul style="list-style-type: none"> Campus Management System Social Networks & Collaborative Solutions Digital Content Transformation 	<ul style="list-style-type: none"> Cloud Mobile Learning Virtual Reality - New Dimension to Learning Game-Based Learning / Gamification
Healthcare	234	273	5.4 %	<ul style="list-style-type: none"> Mobility Solutions for Healthcare Growth & Transformation in Telemedicine Big Data Solution for Health Management 	<ul style="list-style-type: none"> Growth in Medical Tourism Growth in Consumer Facing Technology Increase in Collaborations & Partnerships
Communications & Media	1,866	2,099	4.0 %	<ul style="list-style-type: none"> Wearable Devices to Track Personalized Data Multi-Screening is Mainstream Digital Transformation Era 	<ul style="list-style-type: none"> Evolving Content Marketing Greater Understanding of Social Media More Complex Communication Strategy
Utilities	380	446	5.4 %	<ul style="list-style-type: none"> Evolution of Smarter Grid Systems Growth in Automated Metering Deployments Street Light Management 	<ul style="list-style-type: none"> Energy Usage & Optimization Rapid Proliferation of Smart-Home Devices Digitization of Assets



BFSI

Malaysia - Market Landscape for Financial Services

MARKET DRIVERS

- The BFSI industry in Malaysia is expected to **grow by 5.91% CAGR projection from 2017 to 2020** with total **ICT market spending of \$2.08bn in 2017 and \$2.47bn in 2020**
- Fintech developments such as blockchain, artificial intelligence & biometric applications** are now expanding the frontiers of banking. Fintech regulatory framework was launched by BNM in July 2016
- Mobile Banking & next-generation payment applications**, high-performance customers analytics will drive spending in ICT in banking industry
- Consolidation of local banks from 22 to 9** led to more resilient & stable institutions to better compete with **foreign banks which increased from 12 to 15**. Foreign banks bring in more knowledge on sophisticated banking products
- BNM will further liberalise** the motor insurance tariff by introducing **a flexible pricing** for motor comprehensive and motor third-party fire and theft insurance products effective July 1, 2017
- BNM announced that all **local payment card transactions would only be verified using PIN** effective July 1, 2017, whereby signature verification would no longer be accepted from then
- RHB and AmBank announced in June 2017 that approval from BNM has been obtained for the 2 parties to commence discussions for a proposed merger
- Technology trends in Financial industry include **Mobility, E-Payment, Digital Smart Branch, Social Media, Security & Cloud Services**

INDUSTRY PAIN POINTS

- Lack of budget for expansion of IT Infrastructure
- Lack of required skillsets & expertise resources
- Uncertainty of Regulatory environment
- Security threats & privacy risk keeps coming
- Ensuring network stability & reliability
- High operational costs
- Align IT with business strategies

BUSINESS PRIORITIES



Reduce Total
IT Costs



Cloud
Services



Digital
Transformation



Mobility App /
Mobile Services








Build Secured IT
Environment



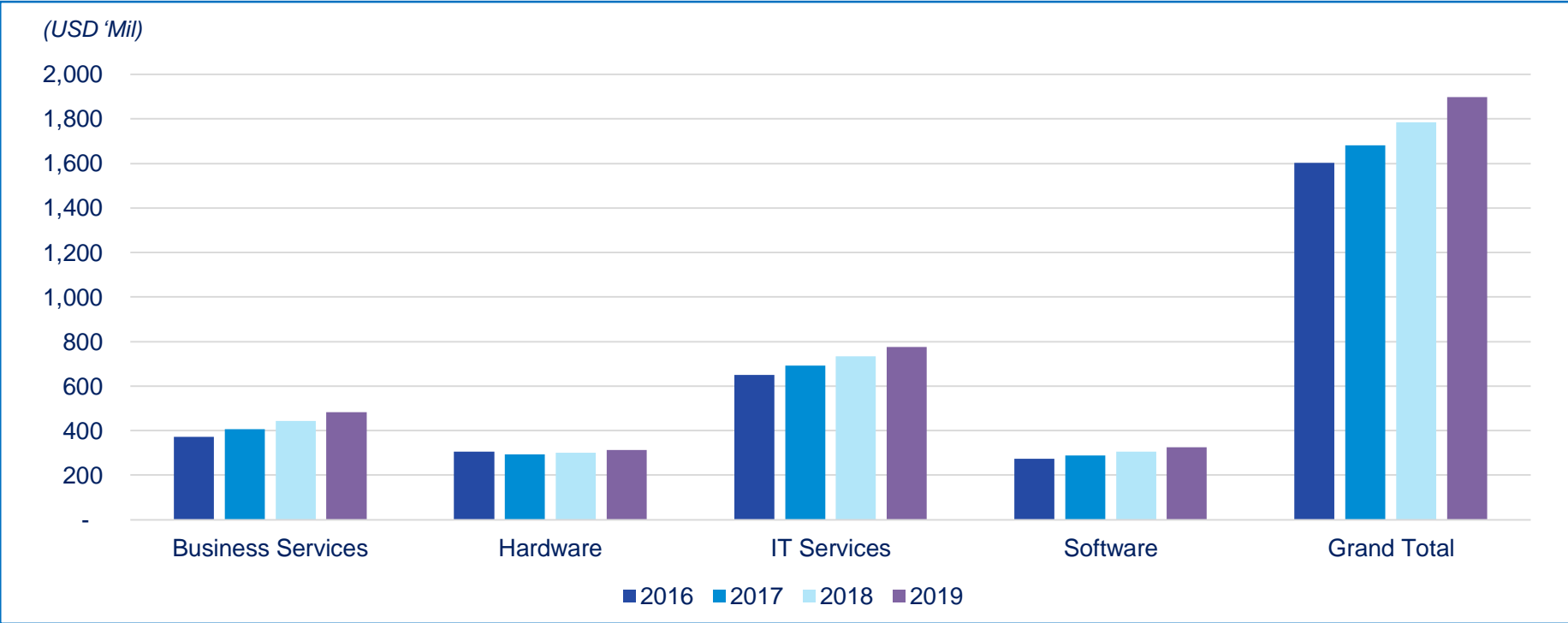
Social Media &
Data Analytics

Banking Industry Snapshot – Business & IT Challenges

Business Challenges	Diminishing Customer Loyalty	<ul style="list-style-type: none">Customers demand better and simple servicing from banks as they become more exposed to digital applications from other areas.Customers switch bank accounts if banks do not provide better services, and this tends to tamper a bank's brand image and goodwill in the market.	
	Regulatory Pressure	<ul style="list-style-type: none">The changes in regulatory requirements continue to increase.Banks continue to spend large amounts for being compliant by building systems and processes to keep up with the escalating requirements.	
IT Challenges	Legacy & Poor Integration Of Back Office Systems	<ul style="list-style-type: none">Banking still remains a document and information-intensive business. The back office systems are not digitized, automated, and connected with the front-end systems.Manual and paper-based tasks also contribute to higher costs of operation.	
	Data Management	<ul style="list-style-type: none">Banking is complex by nature and it has a huge variety of data with complex business rules around how this data is being generated.Data is stored in legacy and scattered back-end systems, and this often leads to difficulties during data extraction processes.	
	Legacy Systems & Complex Infrastructure	<ul style="list-style-type: none">Banks look to adapt to consumer demands by replacing their legacy systems; this is a costly and a risky affair.Adding on new solutions to the existing infrastructure leads to greater technological complication and may lead to faulty implementations.	

Malaysia : ICT Spending for BFSI Market

ICT Spending for BFSI Industry is expected to record healthy growth from 2017 - 2019 with CAGR 4.8%, 6.2% and 6.3% respectively. Business Services, IT Services & Software have the highest CAGR growth



CAGR Growth by
Technology Group

Technology Group	2017/16	2018/17	2019/18
Business Services	9.3%	9.0%	8.6%
Hardware	-4.3%	2.8%	3.8%
IT Services	6.4%	6.1%	5.7%
Software	5.2%	6.1%	6.6%
Grand Total	4.8%	6.2%	6.3%

Source: IDC APeJ ICT
Spending Guide, 1H17

FSI Key Technology Trends

Mobile banking and next-generation payment applications, high-performance customers analytics will drive spending in ICT. Adoption of private cloud will be most desirable cloud model looking at the importance of compliance & data security requirement in FSI industry

Private Cloud	Big Data & Analytics	Mobile Payments
<p>The strongest momentum continues to be in private cloud implementations, wherein the infrastructure is operated solely for a specific financial institution and managed by the institution or operated by a third-party services firm.</p> <p>Herein, regulatory scrutiny and compliance breeches are not significant issues for contention.</p> <p>The organization is able to benefit from centralizing across the enterprise, minimizing the IT footprint (and thus IT expenses), and utilizing hardware, software, and network assets via a virtualized model, scaling upward without increasing investments.</p> <p>These include being able to improve service levels and lower cost to serve, regionalize more quickly, deploy IT capabilities and implement business processes more efficiently, and profit from innovations by third-party cloud providers.</p>	<p>The emergence of high-performance analytics now allows banks to do more than they could before with their data.</p> <p>Banks can now converge their database and application capabilities so that transactions, customer insights, text analysis, and predictive analysis can be handled in real time.</p> <p>These analytics tools allow insight into customers' activity, meaning that past and current trends can be analyzed in an attempt to predict future behavior.</p> <p>Big Data tools and predictive analytics technologies offer the potential to analyze vast quantities of customer data and to drive the value of those customer insights to improve the relevancy of customer interactions.</p> <p>In terms of technologies, banks will be keen on appliances that offer complex hardware/software combinations prepackaged for specific financial and operational transactional and analytic workloads.</p>	<p>Next-generation payments as a whole will become more ubiquitous and user-friendly.</p> <p>Mobile banking and internet payment applications will offer a wider range of payment functions and new ways to pay which include quick response (QR) codes, near field communication (NFC) tags, P2P payments via email, mobile number, or social media accounts.</p> <p>The ultimate determinant of success is simplicity - successful applications will offer consumers the most convenient method to conduct a transaction, and increasingly help them to optimize the transaction process itself.</p>

Trends Create Opportunities

Integrated E-Payment Ecosystem

Greater Economic Efficiency



- Implementation of Contactless, Cashless & Mobile as ePayment channel has started few years back
- Maxis & Celcom have launched mobile payment but adoption rate is slow due to security & lack of NFC handsets
- Mobile payment channel provides opportunity for retails

New Technologies in Smart Branches

Innovate, Increase Productivity & Grow Business



- Smart banking has first been introduced by Citibank
- Introduction of self-service kiosk to enhance customer experience, e.g ATM machines to fulfill self-service function
- New “store-like” outlet provides open spaces & tablets available for customers

Social Networks & Digital Ecosystem

Boost Service Efficiency, Enhance Customer Experience & Loyalty



- Most banks are actively using social media mainly Facebook to analyze customer complaints & introduce new products/promotions (e.g Maybank & CIMB)
- migration towards digital channels for all standard transactions is irreversible & will continue to increase

Cloud In Banking

React to Customer-Driven Environment with Innovation in Business Models, Operations & IT



- Slow adoption & growth of industry specific solutions delivered via cloud due to security concerns
- Mid & low TAM customers will adopt cloud services (Public/HPC/VPC) faster than large enterprises

Big Data Analytics

To Extract Value from Big Data & Deliver Insights using Predictive Analytics



- 88% of Malaysian businesses surveyed reported the use of Big Data will lead to better decision making
- 69% believe Big Data determines industry winners & losers
- Budget considerations were the most important factor for overall business decision making at 38%

Source: IDC Predictions 2014, IDC Vertical Study 2014, Team Analysis

Top Business & Technology Priorities



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Reduce Total IT Costs

- 60% of CIOs will be required to reduce cost of **IT infrastructure & operations**
- IaaS will be the main consideration for IT consolidation
- Changing business model from CAPEX to OPEX



Digital Transformation

- **Digital disruption** is occurring at every level in banking & insurance industry
- It is estimated that by 2020, different business models could impact up to 80% of existing banking revenues



Build Secured IT Environment

- Security IT budgets will be increased due to greater **vulnerable legacy systems & enterprise threat assessments**



Cloud Services

- Moving non mission critical apps to **public or hybrid cloud**; and **mission critical** will be on **private cloud**
- **Platform as a Service** is the best option for testing & development environment



Mobile Services/ Mobility

- Enterprise business mobility will require 60% of CIOs to support an agile infrastructure



Social Media

- 80% of CIOs in consumer-facing businesses to integrate IT with public **social networks** due to younger users

Top Drivers for IT Investment by Size of Organization - 2018



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Large companies are buying IT to expand to new markets and regions and boost creativity and innovation. Smaller companies need IT to gain a competitive advantage. Medium sized businesses care about improving sales and marketing effectiveness.

Navigating Digital Transformation in Finance, Insurance, and Banking: Top Drivers for IT Investment by Business Size, Global, 2018

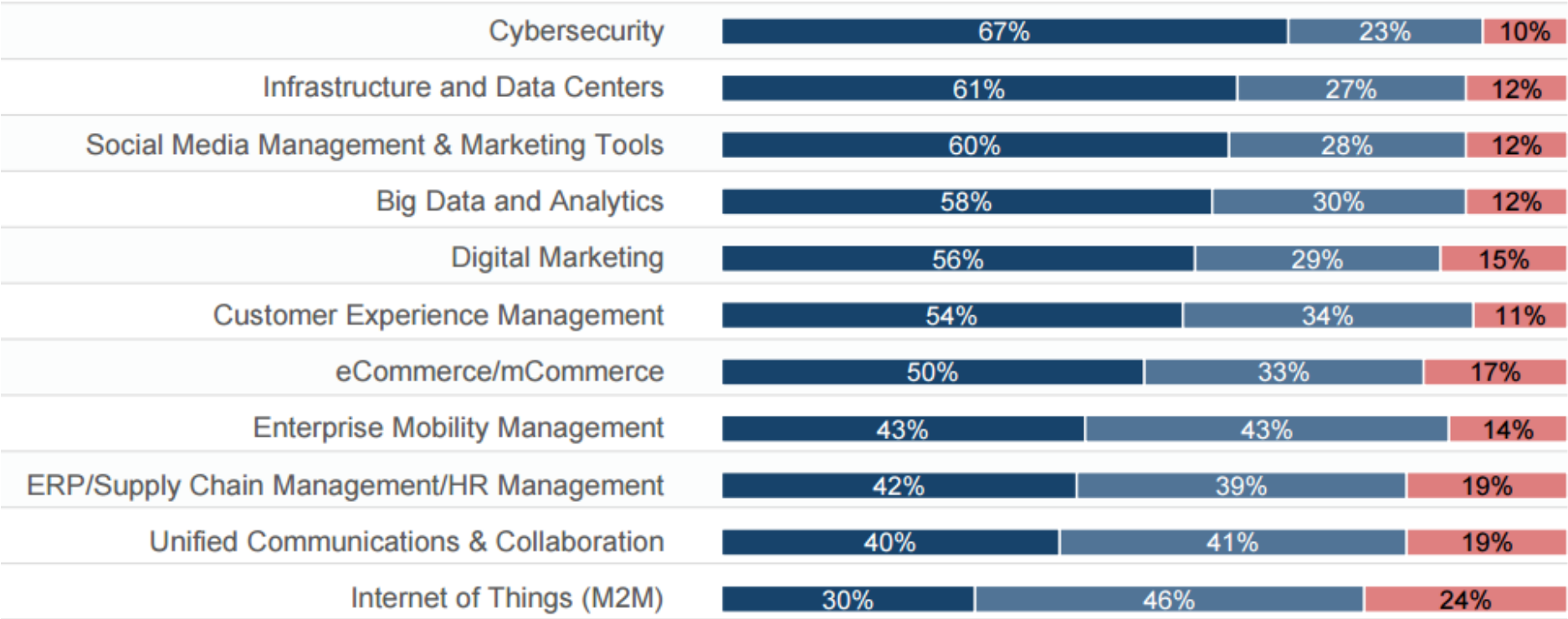
	Small	Medium	Large
Expand to new markets, to new regions	36%	40%	46%
Gain a competitive advantage	50%	34%	33%
Boost creativity and innovation	22%	32%	41%
Improve productivity	31%	39%	32%
Improve customer experience	31%	37%	33%
Reduce operations costs	36%	24%	33%
Improve sales & marketing effectiveness	28%	44%	25%
Attract and retain workforce	28%	27%	21%
Improve collaboration	25%	3%	17%
Accelerate decision making	4%	0%	18%

Base: All respondents (n=212); Multiple Responses
Q7b: What are the top three drivers for IT investments in the next 3 years?

Retail Plan for Investment in IT

Cyber security is top of mind now; Internet of Things is definitely on the rise.

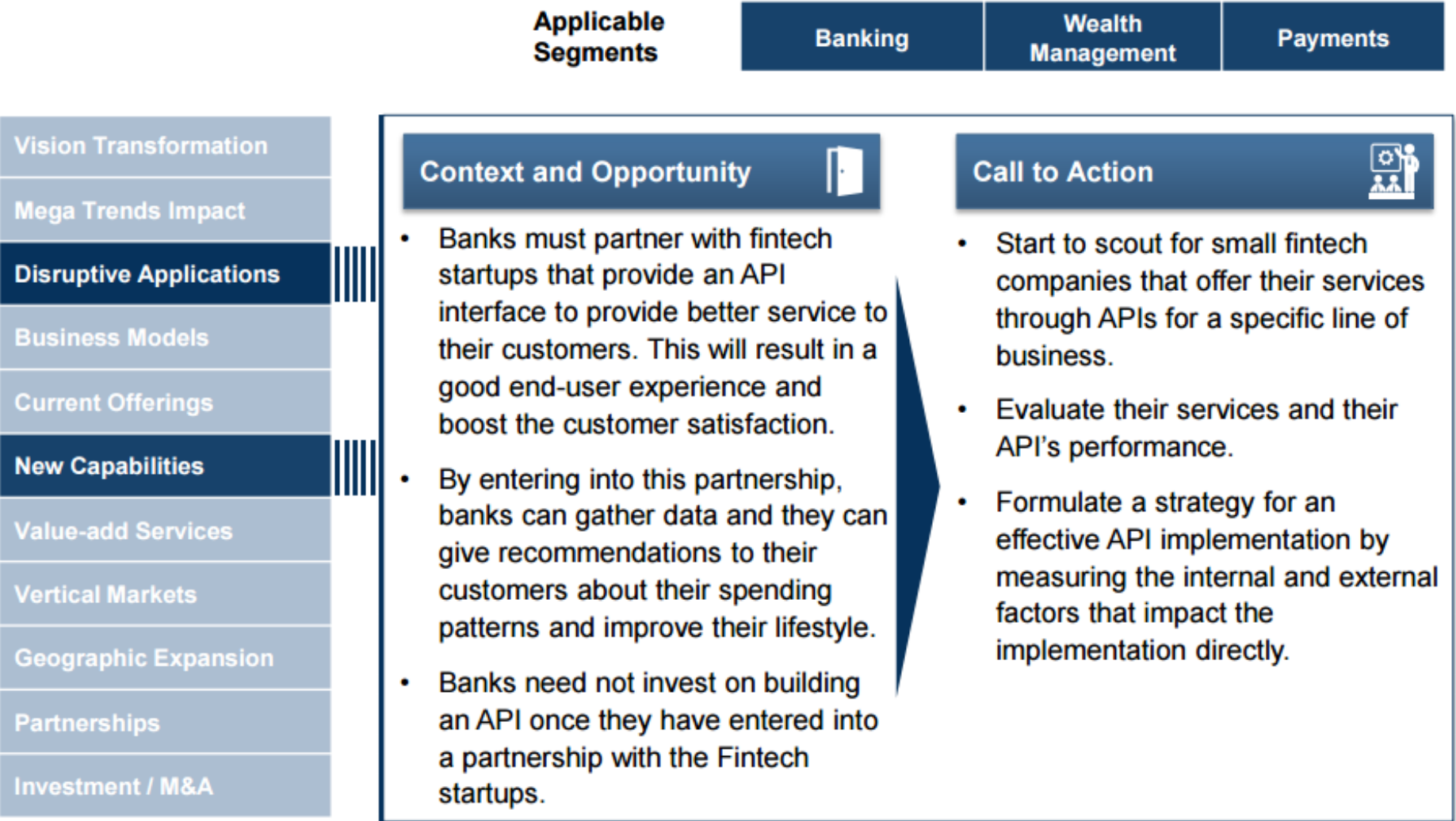
Navigating Digital Transformation in Finance, Insurance, and Banking: Plans for IT Investment, Global, 2016 to 2017



Base: Base: All respondents (n=212)
Q8: Which of the following IT solutions does your organization:
a) use today; b) plan to invest in over the two years; c) have no plans.

■ Use Today ■ Plan to invest over next 2 years ■ No plans to invest

Growth Opportunity #1 – Fintech Partnership

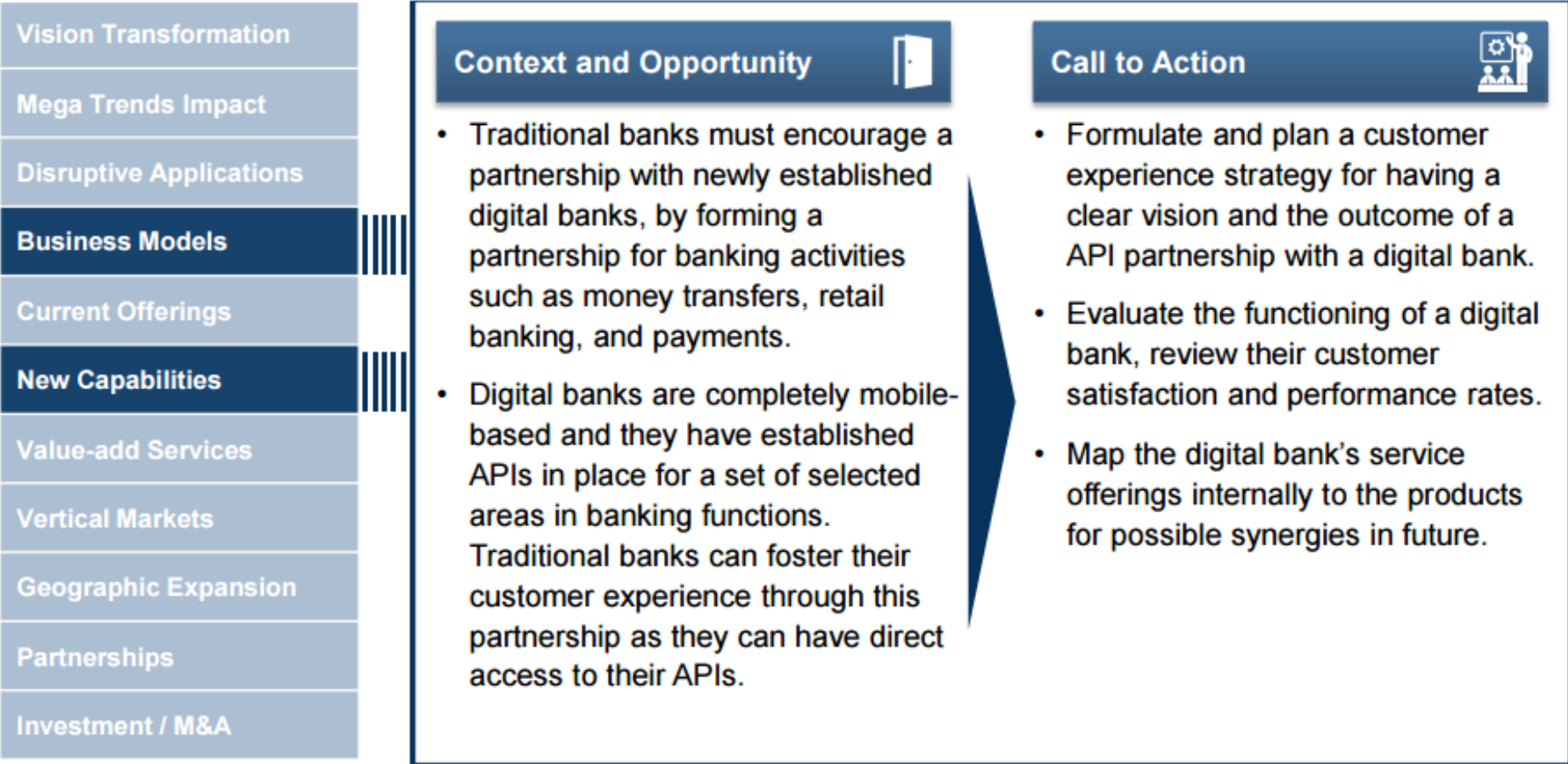


Growth Opportunity #2 – New Age Digital Bank Partnership



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Applicable Segments	Payments	Money Transfers	Savings Accounts
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Growth Opportunity #3 – eCommerce Partnership

Applicable
Segments

Payments

Money Transfers

Vision Transformation
Mega Trends Impact
Disruptive Applications
Business Models
Current Offerings
New Capabilities
Value-add Services
Vertical Markets
Geographic Expansion
Partnerships
Investment / M&A

Context and Opportunity

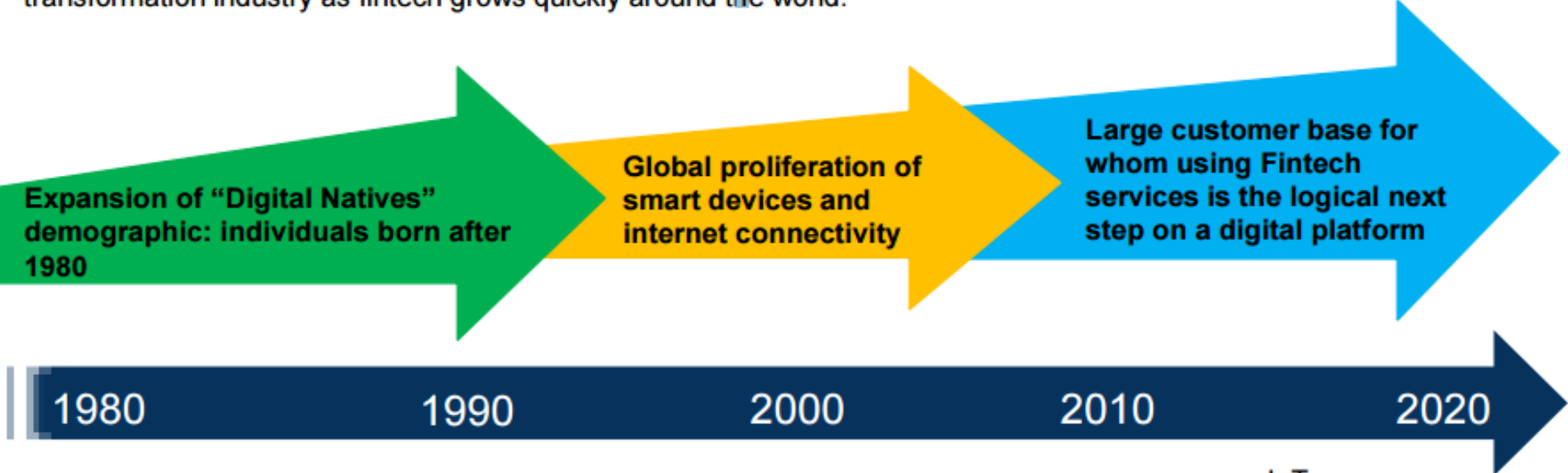
- eCommerce Web sites and platforms facilitate direct shipment of goods for the money paid. Customers now have to use their cards and process the payment to the eCommerce company through their payment gateways. By opening up their database, banks will now be able to simplify their payments experience for their clients.
- Purchases that are done online would be easy and will yield the banks and eCommerce companies with better marketing strategies.

Call to Action

- Follow the open banking approach, open the bank's database, and make them accessible to eCommerce companies.
- Formulate a payment strategy internally, where the card details can directly be shared to the eCommerce company along with the account details.

The Next Generation of Disruption in Financial Services

The Fintech Sector is the result of an application of IT using modern Internet Protocols for the delivery of financial services. The term “Fintech” refers to any business that provides a financial service using novel data storage, data analysis algorithms, or personal telecommunication devices. The finance industry offers great opportunities for the digital transformation industry as fintech grows quickly around the world.



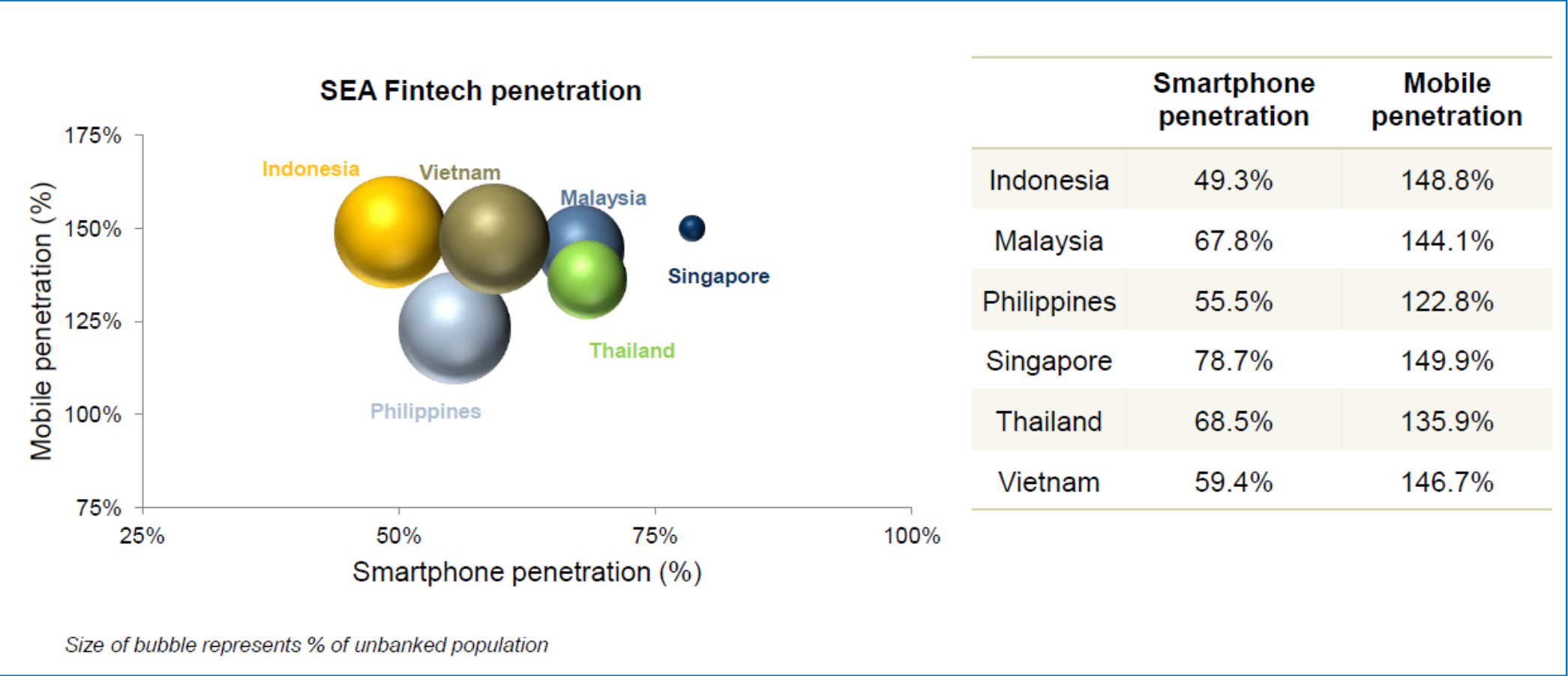
Traditional Financial Services:

- Payments
- Investment Tools
- Data Analysis
- Trading and banking Infrastructure

Disruptive Information Technologies:

- IoT
- Mobile Apps
- Near Field Communication
- Customised Analysis Algorithms
- Blockchain Database
- Self-learning AI systems
- Robo-Advice
- Cloud computing

Rise of Digital Consumer is the Biggest Driver for FinTech



- Rise of digitally connected consumer has created a new opportunity for “digital first “ Fintech consumer in the emerging economies.

APAC FinTech Forecast

The APAC Fintech Industry is expected to reach \$71 billion USD by 2020. Frost & Sullivan anticipates the APAC Fintech Industry will grow 72.5% CAGR by 2020. We put the total market size of the APAC Fintech Industry in 2016 at USD \$6.8 Bn. This forecast predicts a sharp growth in the Fintech market in 2017 and 2018, followed by steady increases through to 2020.

Figure 7: Fintech Revenue in 2016

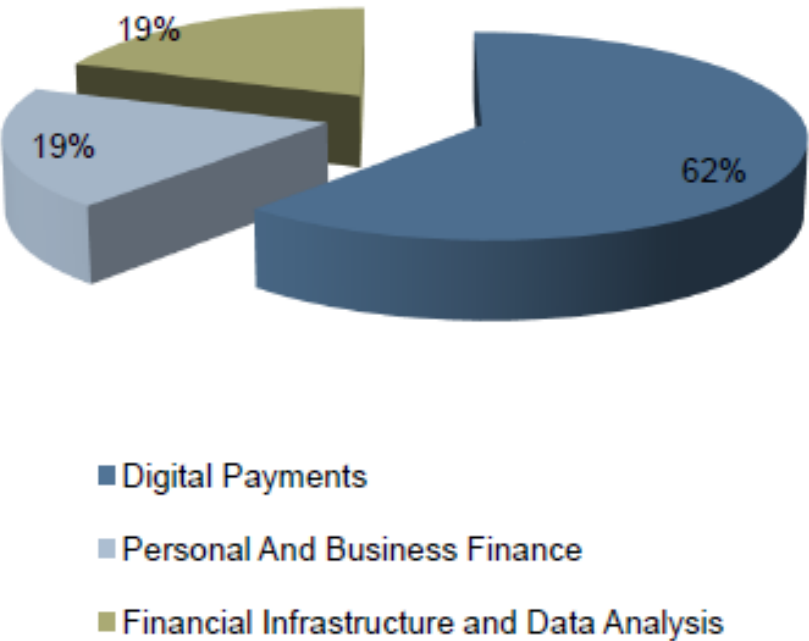
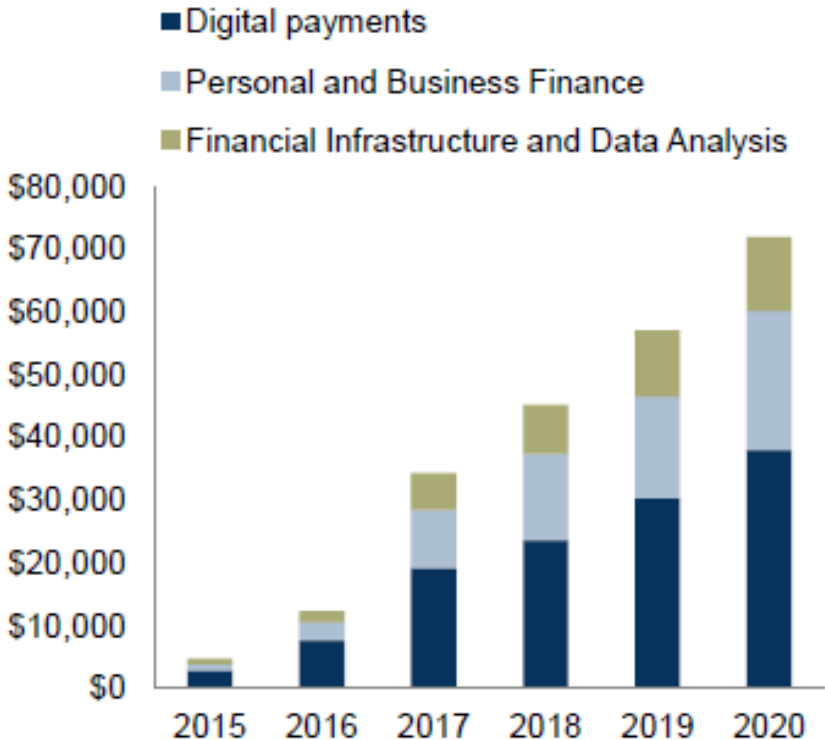


Figure 8: APAC Fintech Forecast



Key Findings – APAC FinTech 2016-2020



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1

APAC Fintech solutions and services will account for over \$70 billion in revenues.

APAC Fintech solutions and services is expected to gross more than 70 Billion Revenues by 2020 growing at a CAGR of 72 %.

2

Singapore, Hong Kong and Sydney will continue to be Fintech Innovation Hubs in the Asia-Pacific Region

Singapore, Hong Kong and Sydney are attracting a lot of interest and considered hot-beds for innovation. These are also centers from where Fintech companies can easily expand in the region.

3

Use of Artificial Intelligence in FinTech will disrupt the Financial Planning Market

The increasing use of AI, Algorithm-based banking and Robo-Advice will significantly affect the Financial Planners market in APAC. Financial Planning will increasingly be done by complex projection algorithms and AI systems with data analytics modules.

4

Micro-Investing will be an attractive investment path for Digital Natives

Micro-Investing will offer a convenient but reliable form of long-term investment for Digital Natives. The wealth held by Asians aged 18-34 means that Frost & Sullivan projects that the total potential investment pool for micro-investing will reach \$2.3b by 2020.

5

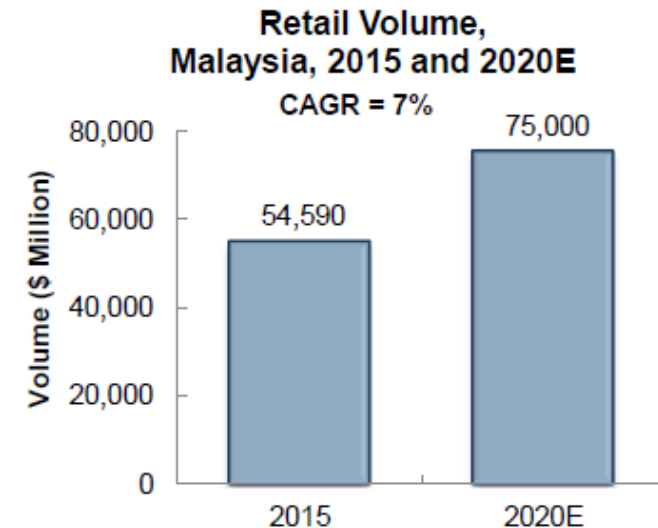
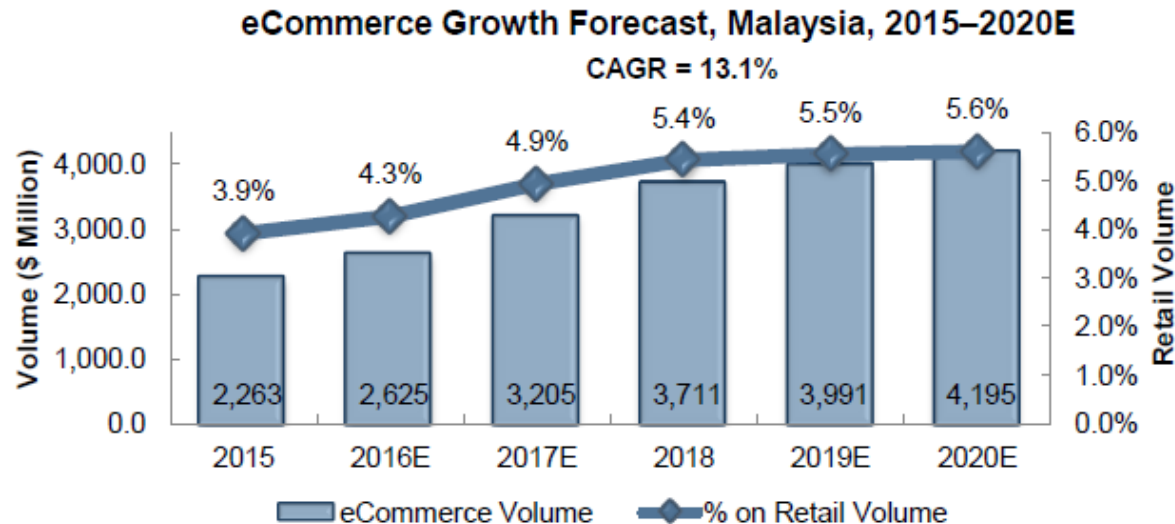
Blockchain will find new use cases beyond Financial services

The implementation of Blockchain ledgers will significantly reduce infrastructure costs. Blockchains will also find new use cases beyond Financial services

Malaysia eCommerce Outlook

Malaysia is one of the most infrastructure-ready eCommerce market in Southeast Asia

- Malaysian eCommerce industry's revenue is expected to grow at a **CAGR of 13.1%** for the period **2015-2020** to \$4.2Bn, supported by increased internet penetration, infrastructure-ready banking system, and government initiatives.
- The traditional brick & mortal retailers and SMEs are becoming aware of the eCommerce trends and are **adapting their businesses to suit online platforms**.
- Malaysian customers seem to enjoy online shopping more, as eCommerce sites have become very popular among the population. Interestingly, in 2015, **one-third of the online orders in Malaysia were cross-border sales**.



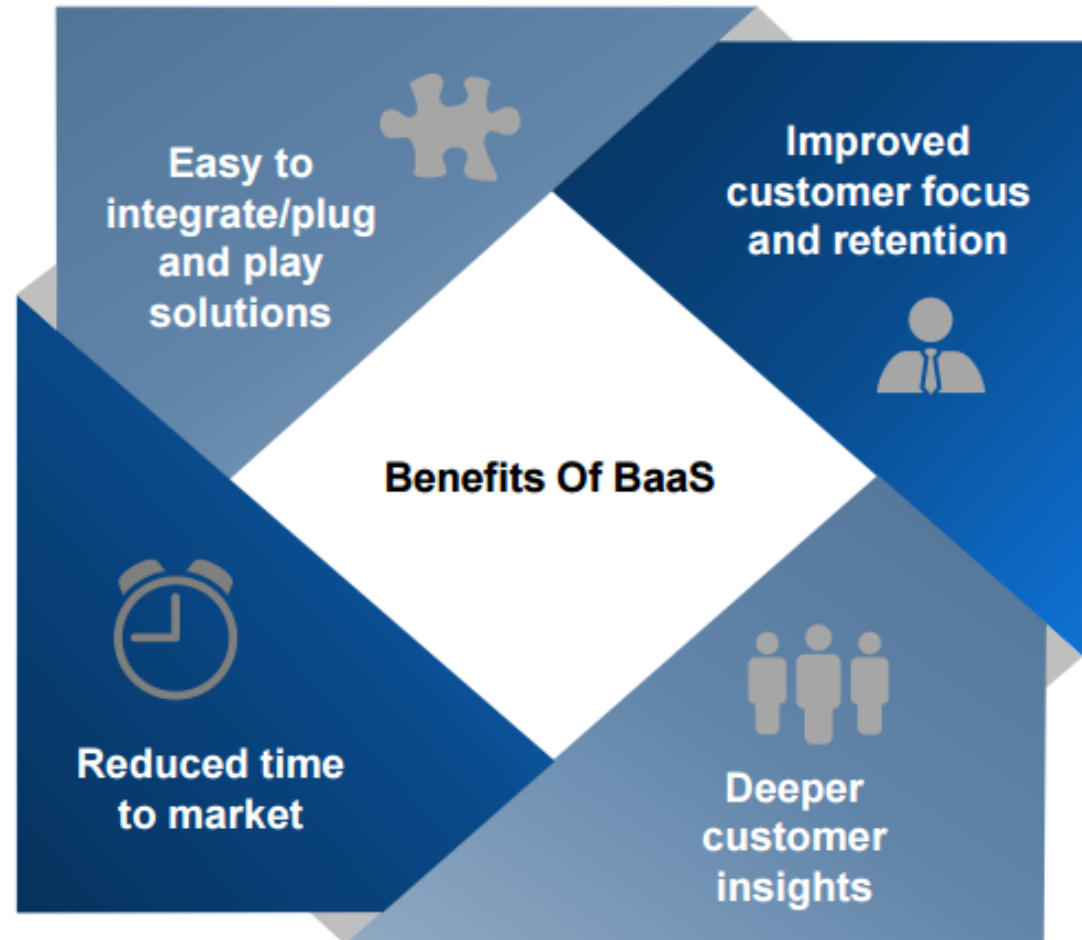
Bank-as-a-Service (BaaS) – Innovation in Banking Industry



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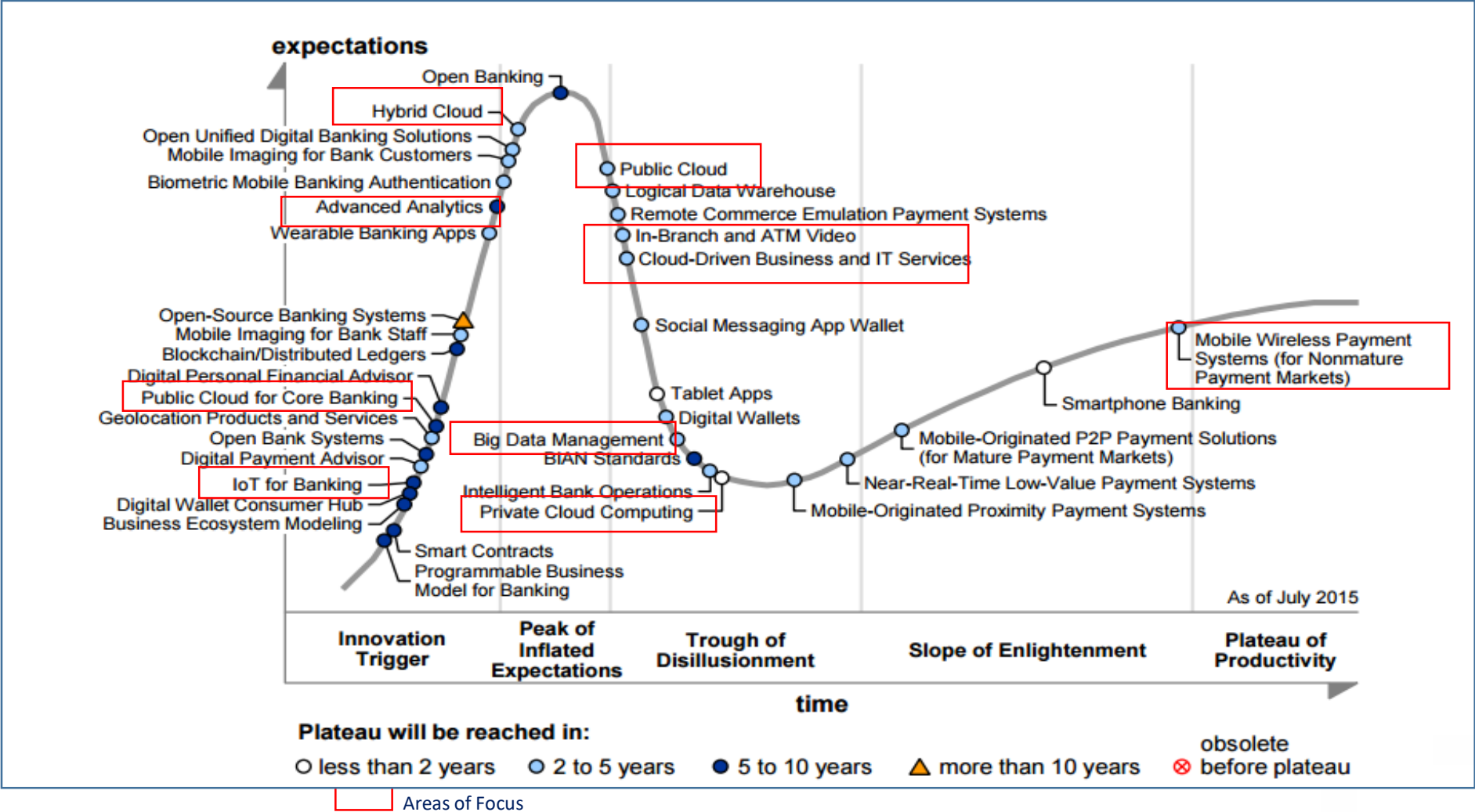
BaaS helps banks evolve from a tangential institution to become an institution that benefits the consumer and partners across the digital value chain.

- With rising demands from the customers, banks must deepen and reshape their value proposition.
- Banking as a service (BaaS) is a new version in banking that uses a business model similar to Software as a Service (SaaS).
- It is an end-to-end process that is provided over the Internet.
- BaaS focuses on consumer's needs and expectations by providing technology-enabled capabilities.
- BaaS provides data on customer behavior and it will help banks understand their customers in a better manner.



Hype Cycle for Banking Transformation

Banks are in the process of becoming digital, seeking to use digital technologies to create new and improved customer experiences and to create new value and business models.



Summary & Key Takeaways

Mobile Banking & Next-Generation Payment applications, high-performance customers analytics will drive spending in ICT. The adoption of private cloud will be the most desirable cloud model looking at the importance of compliance and data security requirement in FSI industry.

E-commerce, e-banking and Fintech solutions are driving ICT developments in the banking sector, driven by rising need to enhance core services and save on operational costs. Leveraging technologies such as artificial intelligence, digital payments and big data and analytics (BDA).

In Malaysia, Fintech's presence is still nascent & small. Going by some predications, Fintech could be a market disruptor & take a big chunk of business away from traditional banks as it is being run by smaller more nimble start-ups. Thus, we need to start looking at collaboration with Fintech community to gain market share

Top 3 Key Challenges for Digital Transformation in Banking Industry are Cost, Integration & Organizational Drive/Priority. Elements of Middle & Back Office Transformation includes Digitization, Simplification/Agility and Insights & Analytics

Customer experience is critical to banking differentiation, as positive & effortless experience can result in increased customer satisfaction, loyalty, advocacy & greater customer lifetime value. Mobility, Omni-Channels, Data Analytics & Social Media are some key areas to drive better customer experience

Area of opportunities for BFSI Industry includes Cloud Services, Unified Collaborations, Integrated E-Payment Solution, Digital Smart Banking/Smart Branches, Mobility Applications, Security Products, Social Media & Big Data Analytics



Thank you