Why Digitization is Inevitable for the Finance Sector

Customer preferences and market demands are causing a whirlwind of digitization.

What's at stake

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.

40%

What's at stake

As much as 40 percent of incumbents may be negatively impacted—or closed completely—by digital disruption in the next five years.

The Digital Vortex represents an opportunity to enable ways of driving profitable revenue and reducing costs, while offering value to customers.

At the center, all value that could be digitized will be digitized.

All business models, offerings, and value chains are being digitized to the maximum extent.

Physical processes are becoming digital.

This will result in a new, digital normal, characterized by rapid and constant change.

In the midst of this whirlwind, some are using the power of digitization to enable amazing—and differentiating—things.

Wireless beacons that use smartphones to identify customers as they enter, and bring up relevant information on employee tablets automatically.

Third-party partnerships that enable real-time tracking and analytics for customer accounts, complete with budgeting.

Branch access to a central pool of mortgage experts and on-demand virtual advisors for customers.