

# Lead the digital-first financial services race



**By gaining agility, financial service providers can use brand, customer and technology strengths to catapult ahead of the competition**

## Are you taking advantage of your true value?

As the financial world is being reshaped, a new digital economy has taken apace, and companies within financial services must now adapt quickly with a digital-first mindset to thrive.

Few traditional financial service providers are able to capitalize on the true value of their leadership positions. Complexity and siloed processes stand in the way. Success comes with a transformation that builds on existing strengths. That's what some of the world's most complex businesses have achieved with help from Amdocs. At Amdocs, we reshape businesses for the digital-first world, as our 96% project success rate shows. Our connected approach and end-to-end service mindset empower financial service providers to:

1. Deliver friction-free user experiences that include personalization
2. Move to the cloud at scale thanks to industry-leading compliance and security experts
3. Adopt new ways of working that empower your people with a culture built around speed, innovation and quality

## Accelerate your transformation journey

Financial service providers know that digital transformation is necessary. Yet, countless past efforts to deploy digital strategies have yielded so-so results. Siloed ways of working and excessive risk management crush customer-centric innovation. Attempts at moving to the cloud happens in tiny steps that don't scale.

Often, obstacles are exacerbated by pursuing digital strategies in isolation from each other. Synergies that could propel efforts forward aren't seen or exploited. For instance, fostering culture shifts to embrace change and move to the public cloud and enhance digital experiences. Cloud adoption fuels a faster pace of product innovation. At Amdocs, our connected approach unites experience, cloud and culture to overcome obstacles.

### 1. Win and keep customers by reimagining user experiences

Realize your digital-first vision by starting with human-centered user experience design. You work with our multi-disciplinary teams to blend insights gained from research and testing with your strategic vision. Risk considerations don't slow good ideas because we connect compliance and risk experts to the early stages of product development.

You rethink digital financial services in ways that people like and trust. Technology-agnostic product development frees you to innovate with fewer constraints. Personalization delivers relevant offers, content and product bundles. These market-leading user experiences supercharge digital growth – while reducing your reliance on expensive incentives to win customers.

## 2. Thrive in the cloud at scale

Work with cloud and regulatory experts to migrate to the public cloud while following leading governance, risk and compliance practices. As your cloud workload increases, you'll be better able to launch and refine digital experiences faster. We also help to instill a cloud-centric mindset in your people, adding velocity. You take full advantage of the cloud while meeting the information security standards of regulators and your enterprise.

### Cloud success means that you can:

- Improve security as you reduce risk by managing infrastructure as code
- Use the elasticity of the cloud to efficiently handle fluctuations in system load
- Accelerate the speed and predictability of software deployment
- Increase resiliency and compliance by taking advantage of a global network of regional locations

## 3. Embrace new ways of working

Extend better experiences to your people with a partner renowned for building flexible, modern IT environments quickly. We can help you replace siloed processes with new, connected ways of working and technology. Upskill your people to do more in less time as they use modern systems. They gain an understanding of the "whys" behind best practices and Agile methodologies thanks to training tailored to deliver fast results.

Security, quality assurance (QA) and operations shift into the development process, adding speed while lowering risk. QA never stops. That's because you replace manual processes with automation and AI. Your people are empowered to work at a faster pace as they deliver customer-facing innovation.



## Accelerating real-world banking transformation

A leading European bank wanted to deliver more connected user experiences to customers. We collaborated with the bank to build an internal culture of speed and quality. That empowered the bank's people to work faster using modern methods like DevSecOps and automation. To improve digital experiences, we helped unify the bank's customer data to power personalization, bundling and fee management. The bank:

- Improved the user experience, with customer satisfaction scores climbing by 50%
- Sped time to market by increasing release cadence by 200%
- Saved money thanks to a 75% reduction in cost per invoice
- Achieved 100% of the bank's QA and testing business requirements

## Your new transformation ally

At Amdocs, we work with financial service providers like you to bring momentum and results to digital strategies. We've helped financial service leaders end vulnerability remediation backlogs, create innovative user experiences, move to the cloud at scale and more. [Talk to us](#) to learn how we can work with you to realize your digital strategies...

## Empowering financial service providers to lead in the digital-first world

