A new resilient way to work for Financial Services

Financial services organizations around the world are being impacted by the coronavirus outbreak, forcing them to rethink how they manage their business operations. To maintain business continuity during times of crisis, financial institutions need a new way to work that empowers employees to access and collaborate on information anywhere, anytime, from any device and serve their customers, clients and members.

Global & macroeconomic impact

- The coronavirus outbreak will cost the world’s economy more than $2.7 trillion⁴
- 36% to 39% of people deposit cash²
- 50% of people still visited branches
- Over 1/3 of world population in lockdown³
- $2.7 trillion

Business impact

- Increase resilience during economic turmoil
- New corporate policies related to customer engagements
- Banks reconsidering restructuring and job cutting programmes as a result of COVID-19⁵

How technology can help

- Flexible working arrangements
- New corporate policies related to customer engagements
- Improve visibility into workload distribution
- Deliver frictionless digital interactions
- Technology can be used to meet the needs of your customers and employees, anywhere, anytime, from any device

Footnotes:

¹Source: https://coronavirus.jhu.edu/map.html
²Source: https://coronavirus.jhu.edu/map.html