



## “THE ROLE OF BANKS WILL FURTHER CHANGE.”

Shulamit Bot recently joined Capgemini Invent Netherlands as our new Director Banking. She is an entrepreneurial, international business professional based in the Netherlands. With over 25 years of experience in leading and delivering change within Financial Services, Shulamit’s consulting skills lie primarily in the delivery of large, complex programs. She has delivered major assignments for large insurance companies and tier 1 commercial banks, such as implementing LEAN and Operational Excellence, improving effectiveness and efficiency of complex E2E processes (e.g. Procure to Pay), managing change programs, and embedding regulatory changes.

**Hello Shulamit! Welcome to the team. As you have many years of industry experience, we are curious to hear more about your vision for Financial Services. But first, can you tell us how the banking industry has changed in the last 1 to 2 years?**

“Thank you, I’m excited about the challenge. The banking industry has been fundamentally impacted by the Covid 19 pandemic, exacerbated by increased, complex regulation and historic low-interest rates which is expected to continue for the foreseeable future. These factors have acted as catalysts for accelerating the scope and speed of transformation within the sector.” However, these are not the only drivers for change, according to Shulamit. “Also digitalization (technology is expected to be incorporated in every aspect of banking), virtualization of the workforce, corporate responsibility continue to place pressure on profitability, which will continue to place pressure on cost reduction, growth, and new revenue generation.

**And how do you think the future of banking will look?**

“These trends have forced banks to respond to the challenges, which will affect the future of banking. These include dismantling traditional ways of working by creating a more flexible, agile workforce and workplace and branches to foster productivity, creativity, and collaboration.” Shulamit wants to stress that the largest changes are yet to come. “I believe the role of banks will further change. During the pandemic, banks played a paramount role in the stabilization of the economy. I believe that banks will continue to adopt a more “social” role and that will lead the way in sustainable finance.” Sustainable finance refers to the process of taking environmental, social, and governance (ESG) considerations into account when making investment decisions in the financial sector, leading to more long-term investments in sustainable economic activities and projects.

**What are you looking forward to the most in your new role?**

“I am most looking forward to making a strong impact: to have the opportunity to work on and solve the most pressing problems faced by Capgemini’s strategic clients as well as get exposure to business leaders and executives.” Shulamit also expects a steep learning curve. “Capgemini invest a lot in training their consultants. In addition, the feedback culture is very strong, and I have the opportunity to work and collaborate with a wide variety of bright people. Next to that, I get the chance to combine topics such as strategy, technology, data science, and creative design expertise. As a global player, I also look forward to having the opportunity to work in an international environment.”

**Learn more**

**Would you like to know what we can mean for you? Get in touch with us!**



**Experts**

**Shulamit Bot** - Director Banking, Capgemini Invent Netherlands

