

## Open X – Creating a Competitive Advantage

### COLLABORATION TO CREATE A SHARED MARKETPLACE

The shared open-ecosystem marketplace of the future will require players to work collaboratively



Collaboration with other players within the Open X ecosystem

### Open X Ecosystem



Banks are leveraging open banking ecosystem to gain competitive advantage

### CONTEXTUAL BANKING

Contextual banking empowers banks to provide superior customer experience



A contextual, shared data repository to drive highly personalized engagement in real time

### OPEN X

Seamless **ex**change of data and resources



**Ex**pedited product innovation



Improved **ex**perience for customers

## The Intelligent Bank of the Future

### COLLABORATION WITH FINTECHS

Banks are collaborating with FinTechs to explore point-of-sale financing



### NEW BUSINESS AVENUES

Banks are exploring unsecured consumer lending through digital channels



Banks are undergoing **360°** transformation to remain competitive for the future

### TRAINING WORKFORCE FOR FUTURE

Digital-era workforce preparation has become a top priority



### EMBRACING TECHNOLOGY INNOVATIONS

Blockchain solutions being used to improve KYC and identity management programs



**US\$391 billion**

Digital-era workforce preparation has become a top priority<sup>1</sup>

**US\$156.3 billion**

Estimated market size of unsecured personal loans in the US by the end of 2019<sup>2</sup>

## Harnessing Deep Customer Insights and Managing Data-Driven Compliance

### LEVERAGING AI

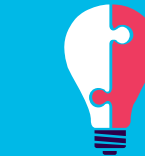
Banks are leveraging AI to create a seamless customer onboarding journey



Seamless Processes



**Customer Centricity** is in focus while designing new solutions



### DESIGN THINKING

Banks embrace design thinking

Customer Experience

### INNOVATIONS FOR RISK COMPLIANCE

Technology innovation is driving banks' risk-compliance initiatives



Adoption of innovative technology



**Banks are seeking external expertise** to manage Risk



### COLLABORATION WITH REGTECHS

Collaboration with RegTechs continues to rise

Adoption of RegTechs

1. The Financial Brand, "Growth of POS Financing Is Both Threat and Opportunity in Retail Banking," June 19, 2019,  
2. TransUnion, "2019 Predictions: Consumer Credit, Balance and Delinquency Rates," January 14, 2019,