

Automation in 2020: Alive and well and everywhere

In 2020 and beyond, banks would need to continue on the path to ubiquitous automation



Customer
journeys

Example: Automating
customer onboarding



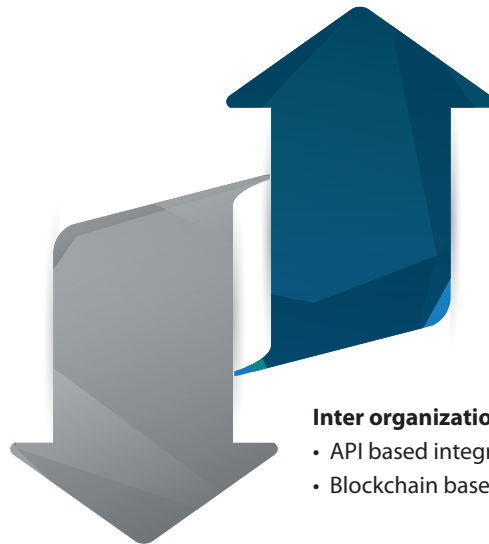
Digital
workforce

Examples: Automating
contracts processing



Fraud
management

Example: Accessing millions of
transactions and non-traditional
data sources to identify
suspicious activity and fraud



Intra organizational processes:

- Rule-based and BPM-led automation
- API-driven straight through processing
- Robotic Process Automation
- Cognitive automation

Inter organizational processes:

- API based integrations
- Blockchain based networks