Citius, altius, fortius with Agile in 2020



Segmentation



Personalization



Micro-personalization

In 2020 banks will adopt enterprise-wide Agile for greater flexibility, speed, and customer-centric outcomes

Ecosystems

Greater exposure and integration of sandbox environments to third-parties, agile innovation across ecosystems

Leadership and Management

Greater commitment from the leadership, Communication practices that go beyond sporadic town-halls, deployment of Agile experts from outside the organization



Enterprise-wide Agile

Technology

Accelerated adoption of Dev-Ops, continuous integration and continuous development along with cloud-first and mobile-first approaches

Operations

Greater automation, greater use of Al across the front, middle and back offices, faster and shorter sprints in product development with frequent feedback loops

Business strategies

Innovative research and focus-group exercises, faster time-to-market with agile that goes beyond traditional build-design-deploy-test approach in product development, KPIs to measure agile ways of working and outcomes for every part of the organization



Talent Practices

Shift in hiring practices to integrate the most suitable talent including short-term and part-time workforce