Embracing the new digital norm in a transforming financial services industry

Is your business ready to accelerate?
An industry in transformation ...

In the continually volatile and turbulent global marketplace, financial services organisations are being confronted by a rapidly evolving landscape.

Ongoing regulatory pressure and competitive forces are driving the need to transform the entire business to a digital operating model. Survival in today’s financial markets requires a bold transformation strategy to identify where the new frontiers of value lie in a real-time, interconnected, and data-driven world.

Organisations are recognising the need to begin their digital journeys in order to harness new capabilities that not only improve the customer experience, but also provide a streamlined, agile, and profitable business model for the future.
A brave new world

Digitisation is more than just a new technology platform.

It’s about unlocking the organisation’s strategy through well-aligned and relevant digital capabilities delivered globally. It requires the foundation of a comprehensive and adaptive security strategy and framework to address potential threats and vulnerabilities. It also requires the creation of a two-part model in order to reduce operational costs through decoupling legacy systems and processes, while delivering new, data-driven customer interactions in a flexible delivery model. And most importantly, it requires a strong and adaptive culture that’s aligned to the organisation’s digital journey and can thrive and adapt to continuous change.

However, the journey is not for the faint-hearted given the complexities and scale of organisations’ legacy IT environments and operating models, alongside the ongoing market challenges and increasingly stringent regulatory requirements. In addition, the pace of change is accelerating with the emergence of ‘fintech’ disruptors, offering financial services underpinned by lower costs, technology agility, and the ability to immediately shape and respond to shifting customer needs.
Financial services organisations are increasingly challenged to respond to today’s new generation of ‘always on’, social media-led customers.

The consumerisation of information technology, coupled with the freedom of mobility requires financial institutions to interact with customers in different ways with innovative and personalised digital products and services.

And increasingly, data and analytics are becoming the new battleground to attract and retain customers, deepen relationships, and personalise their overall experience. While they may offer financial institutions the insights and intelligence to align to changing customer behaviour, they also reduce the barrier to entry with the increasing threat of new data driven entrants starting to disrupt the overall financial marketplace.

In fact, competition across the changing financial services industry has never been greater. The market is abundant with new highly competitive and compelling digital offerings. In an increasingly digital online world, it’s much easier for customers to change their bank, insurance provider, and broker, and seek new financial relationships through social media and online marketplaces.

While the emergence of hyper-scaled, digital-only entrants continues to grow, the promise of significantly lower operating cost delivered from commoditised technology platforms is driving the overall industry to look at co-operation and partnerships to achieve the necessary digital scale, while pioneering ideas that become the new industry standards.

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The way forward

Dimension Data believes that to keep pace with this industry transformation and embrace digitisation, organisations need to **innovate and transform their business model, better manage risk, and drive down costs.**

**Declining revenues** - macro economic uncertainty and market volatility coupled with margin pressures

... are forcing organisations to

**Commoditisation of offerings** - data driven competitors, ‘fintech’ ecosystems

- A **Reduce overall cost base**
- B **Improve risk management**
- C **Innovate operating model**

**Increasing regulation** - is shifting business models whilst increasing costs and complexity

**Challenging social needs** - 24/7, personalised, multi-channel service

We offer a comprehensive range of technology solutions and services covering your networking, security, data centre, communications, and end-user computing environments - all designed to help you make the transition to digital.

Our consultants can help you create a roadmap to accelerate your success. We’re able to identify innovative technology solutions and services that match your business needs, as well as manage and operate your technology environment.
Our services include:

Platform consolidation
We assist organisations to centralise, consolidate, and re-platform your legacy computing environment by:

• engineering standardised, highly optimised and virtualised platforms for servers, storage, and desktop
• improving your network’s capacity, density, and performance, for example through analysing application requirements and network usage to provide solutions that can minimise wide-area network costs; and laying the foundation for software-defined networking
• unifying your communication channels to achieve more seamless interoperability and reduce costs; hosting and managing your evolving communications and collaboration assets and investments; while driving and accelerating user adoption

Footprint rationalisation
We help you to reduce the scale of your IT operational footprint and minimise the number of locations and physical space you use - thereby saving costs - by:

• consolidating or right-sizing data centres, or moving to co-location facilities thereby allowing you to eliminate excess real estate
• simplifying your operational and technology supply chain complexity and helping you to reduce your number of supplier partnerships
• moving infrastructure and operations to low-cost locations
• enabling flexible remote or home working by developing an enterprise mobility strategy for your organisation; our services include an End-user Computing Development Model and Enterprise Mobility-as-a-Service offering
• applying our workspaces for tomorrow model to help you better embrace your employees’ varied working styles and encourage greater productivity, flexibility, and collaboration
Delivery model innovation
We’ll work with you to redesign and optimise your delivery model and exploit the capability to deliver information technology as a service by:
• developing strategies to transform and modernise legacy applications, and move them to open architectures in order to realise the benefits of the cloud
• identifying opportunities to save costs and improve efficiencies by moving low-risk, compute intensive workloads such as analytics and reporting to the cloud; our offerings include Branch-as-a-Service, unified communications, contact centres, and videoconferencing solutions
• moving non-business-critical network traffic such as email to the Internet, while consuming inclusive bandwidth as part of a cloud service
• moving testing and development activities to the cloud, to accelerate time-to-market for new products and services
• automating IT operations and systems functions to save time and reduce the risk of human error
• recommending and delivering partial or full outsourcing to achieve end-to-end IT transformation, including systems, processes, and people

Security
As cyberthreats continue to disrupt business in the digital world, we assist you to reduce risk and ensure that your IT infrastructure and operations meet audit and compliance guidelines by:
• improving security controls through active security management and incident remediation
• continuously improving the security of your information and systems, for example, through our Security Architecture Assessment
• ensuring that you have visibility of activities and potential risks you might be facing, both in terms of internal activities that may fall foul of regulators, alongside external threats and vulnerabilities

Mobility and analytics solutions
Using a combination of mobility and analytics solutions we assist you to achieve a better view of the performance of your operations and secure valuable customer data and insights. This will allow you to:
• stay abreast of market trends and shifts
• understand your customers’ preferences and concerns so you can improve and personalise your products and services
• enhance and inform business decision-making
Why Dimension Data?

We have long-standing relationships with clients in the financial services sector, from leading retail and investment banks to global insurance companies. We understand the requirements and challenges of this industry and can respond with global, flexible, and highly competitive services.

Our clients include:

- 88% of the Fortune 100 Financial Services sector
- 18 of the top 25 banks
- 12 of the top 25 insurers
- Over 16 stock exchanges
'Organisations are recognising the need to begin their digital journeys...'}