Top 10 Drivers of Change in Banking

M&A

Activity will continue at a steady pace in foreseeable future

Digital Transformation

Digital labor, artificial and cognitive intelligence, platform models, payments, talent, cloud, API / fintech ...and, more

Economic shifts/ geopolitics

The world is getting smaller and connectivity is getting greater; demographic shifts

Customer Experience

On-demand, customized products and service to akin to Amazon

Tax Reform

Impacts on individuals, businesses and their banks continue to evolve globally

Data & Analytics

Adroit management of data for product, service, and strategic-planning purposes

Regulation

Uncertainty surrounding a complex and inter-connected global issue

Disruptive Technologies

Disruptive technologies, such as blockchain, are driving change in the industry

Cyber

Constant and growing threat to the business and its customers

Cost

Improve margins through unceasing focus on labor and processes

© 2018 KPMG LLP, a Delaware limited liability partnership and the U.S. member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative ("KPMG International"), a Swiss entity. All rights reserved. NDPPS 754676