

How the digital workplace is reshaping financial services

Technology is leveling the playing field in financial services. It's opened the door for new players and changed the expectations.



Across Europe
3 in 4
people use online banking



65% prefer a multichannel mix



61%

will interact with their financial services provider via mobile apps within 5 years



Giving customers the best technology is only half the story...
New technology lets your employees stay innovative and competitive.



Almost **2/3** think digital services make their lives **easier**



39% of their time is spent **working remotely** giving **greater flexibility**



70% believe BYOD has a **positive impact** on working with colleagues

But there's so much more you could do...

6 out of 10

think employers should invest more in digital in the next 2 years.



77%

believe that the **future success** of their organization hinges on the use of **digital tech**

If your employees don't have the right tools, information, insight, connections and investment, how can they deliver the best experience?

It's time to rethink how you invest in workplace technology.



Switch



from a big bang investment

- Massive CapEx spend
- Disruption
- Changing user and customer experience
- Device-centric

to an evergreen digital innovation approach

- Tools stay up to date
- Employees work efficiently and effectively
- Consistent access to insight and enhanced experience
- User-centric

Taking an evergreen approach has helped one business to

- Save over **€600m**
- Satisfy **more than 70%** of users with new services and benefits
- Enable 30% of employees to **work productively from home**
- **Improve employee satisfaction** from 2.5 to 4 out of 5
- **Reach cost reduction targets** within 15 months
- Reduce service desk call volumes to **less than 40%** of the financial industry standard



Discover how you can achieve an evergreen digital workplace at:
www.fujitsu.com/digitalworkplace