Future-proofing the Financial Services workplace

In addition, the growth in influence of millennials — who will represent more than 50% of the workforce by 2025 — is boosting levels of digital and cloud adoption.

Financial services businesses are being disrupted by the emergence of new digital technologies and increasing competition from agile fintech start-ups.

Individuals will increasingly base their decision to work for a financial services organization on the workplace experience.

The adoption of open innovation / crowdsourcing will become key to ensuring businesses can adapt in the digital era.

Artificial intelligence and robotic automation, including virtual digital assistants, will transform traditional financial services products and customer experience.

Financial services organizations need to:

- Invest in technology that enhances the workplace experience, including digital meeting rooms and remote access to corporate data.
- Adapt workplace culture to embrace a more agile and tailoring workplace experience.
- Implement single sign-on and contextual analysis tools to reduce complexity and allow employees to react more quickly.
- Look increasingly beyond the organization to drive innovation by investing in open innovation or crowdsourcing to tap into the digital expertise emerging in the sector.

Many financial services businesses are falling short...

83% plan to invest in digital virtual assistants in the next two years to provide a more efficient customer experience.

91% have already implemented biometric technology to create a more seamless approach to workplace security, helping employees respond faster to business demands.

90% have invested in open innovation / crowdsourcing to drive innovation and collaboration, and 86% plan to invest in employees to improve their skills more effectively.

69% have already implemented open innovation / crowdsourcing to drive innovation and collaboration, and 86% plan to invest in employees to improve their skills more effectively.

40% have invested in open innovation / crowdsourcing to drive innovation and collaboration, and 86% plan to invest in employees to improve their skills more effectively.

62% are changing current policies to improve work-life balance, making them more attractive to prospective employees.

83% believe complex identity and access management processes are acting as a handbrake on productivity, delaying opportunities to benefit the business and clients.

30% have invested in open innovation / crowdsourcing to drive innovation and collaboration, and 86% plan to invest in employees to improve their skills more effectively.

25% say their current workplace has a competitive impact on recruitment, and 85% of respondents say increased competitiveness was a factor in the financial services sector.

67% of respondents say their current workplace has a competitive impact on recruitment, and 85% of respondents say increased competitiveness was a factor in the financial services sector.

18% have invested in open innovation / crowdsourcing to drive innovation and collaboration, and 86% plan to invest in employees to improve their skills more effectively.

Start making change now

Find out how we can help you with your workplace transformation strategy for Financial Services.

Enquire about a free consultation today

AskUs@Fujitsu.com