

# THE FUTURE OF RETAIL BANKING

KEITH RICHARDSON, DIRECTOR OF CORPORATE RELATIONSHIPS, ECONOCOM

9<sup>th</sup> October 19



econocom

# Econocom: a major european digital transformation player

**10,800**

employees

**7 million**

million technology assets managed

**€3.0 bn**

revenue in 2018 \*

**18**

countries

\* Unaudited



Are **Retailers** and **Retail Banking** heading in the same direction?

Spencer, 6 years old.



Owens an iPad and an iPhone



Watches movies, plays video games and does his homework (on-demand)

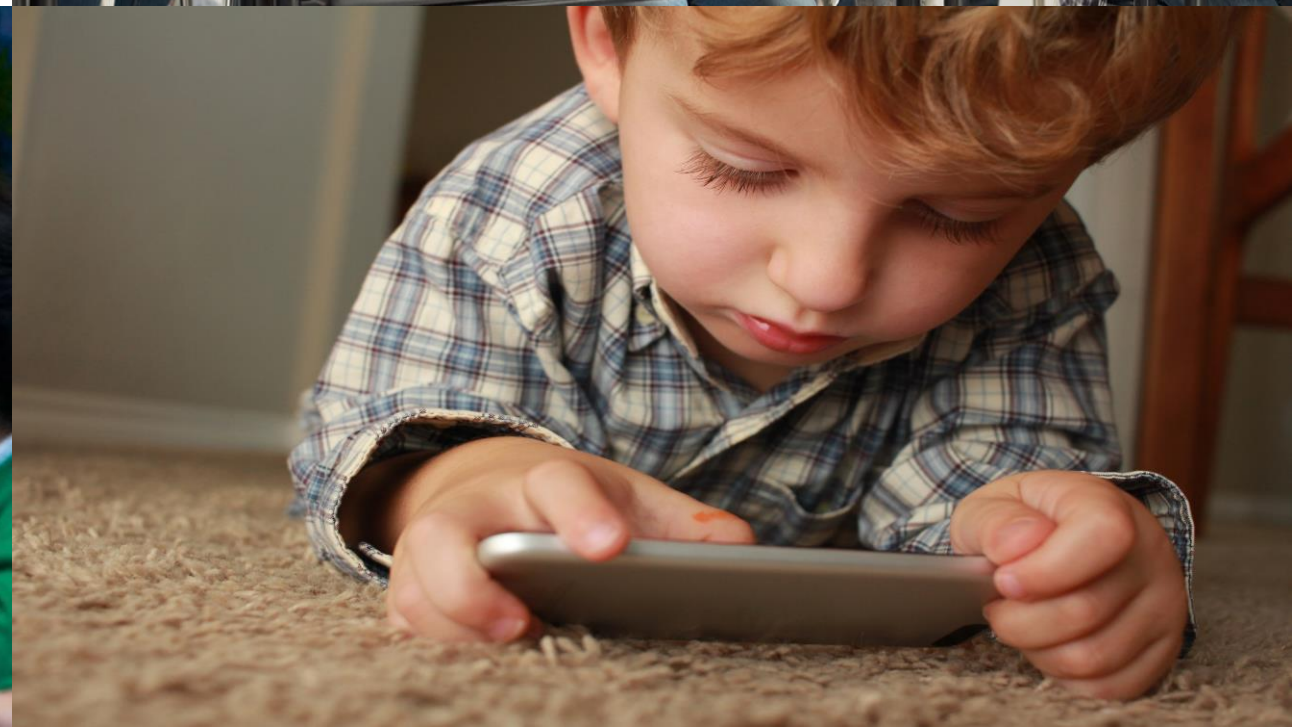


His teachers use white boards and search the Internet to help solve questions.

**He is a user of technology without realizing it**



# WELCOME TO THE DIGITAL AGE





10 years' time



Driverless cars?



Cashless society?



Crypto-currencies & blockchain tech?



Regular Private space travel?



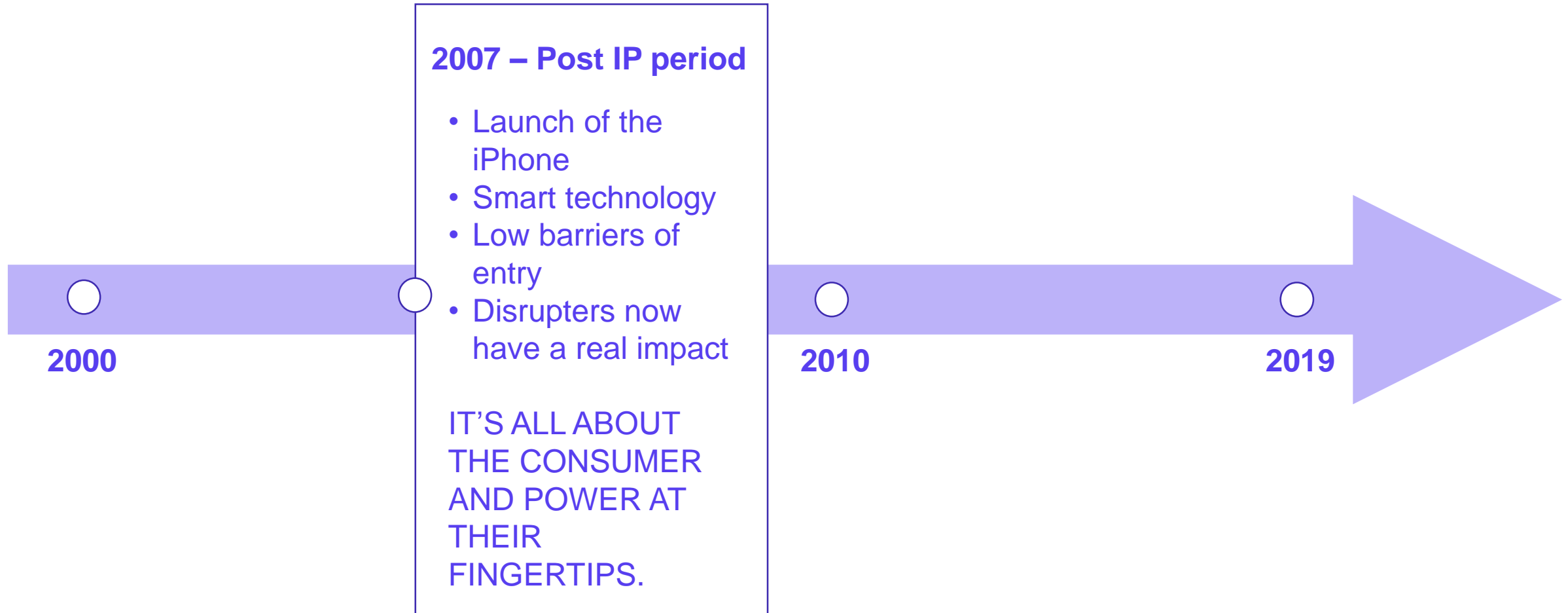
More or less banks?



West Ham win Champions League again!

Technology was an enabler

Let's look back to 2007...



**Companies have to be both investors and developers in technology**

## Post IP period: learnings and impact on the consumer/retailer sector



Smart technology used in every day life of the consumer



Physical and digital disrupters have joined the market



Large retailers also created banking offerings



Traditional retailers cut their costs and invest into tech



A consumer's agenda BUT loyalty, brand & trust still key

**Invest in technology or die!**



The consumer has fully adopted the digital change

BUT... YOUR CUSTOMER MUST COME FIRST

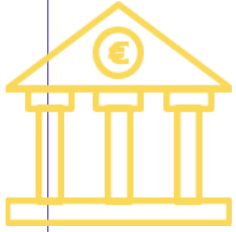
Disrupters in the banking market (lower barriers to entry)

Technology is part of the younger generation's life

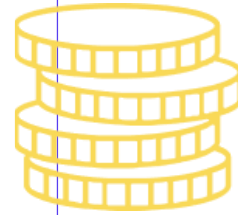


Banks are investing heavily in technology

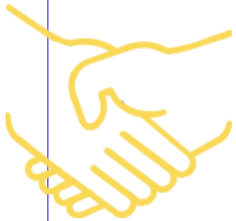
## What does this mean for retail banking?



Historical banks have **legacy-based infrastructures**, which do not always align well with new platforms and technologies.



They need to **invest in technology** to reduce their expensive cost base.



They need to **connect with the customer** in a way that suits the customer and not the other way round!



In return the customer will reward them with their **loyalty, trust** and their **business**.

**Investing in technology for security, internal management and connection coupled with how you interact with the customer is no.1 priority.**

Thank you!