



# Operational Transformation in the Retail & Commercial Banking Sector: 2019

Market Analysis  
Report Abstract

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## Who Is This Report For?

NelsonHall's "Operational Transformation in the Retail & Commercial Banking Sector: 2019" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating operational transformation developments within the retail & commercial banking sector
- Vendor marketing, sales and business managers developing strategies to target operational transformation and business process services (BPS) opportunities within the retail & commercial banking sector
- Financial analysts and investors specializing in the IT services and BPS sector.

## Scope of the Report

The report is based on interviews with executives in the retail & commercial banking sector in the U.S., U.K., Continental Europe, and Asia Pacific.

The report analyzes the worldwide market for operational transformation and business process services within the retail & commercial banking sector and addresses the following questions:

- What are the principal business priorities faced by organizations in the retail & commercial banking sector?
- What benefits are sought from operational transformation by retail & commercial banks?
- In which functional areas are retail & commercial banks planning operations transformation initiatives?
- What initiatives are retail & commercial banks planning around key technologies such as analytics, AI, and blockchain?
- To what extent, and how, will BPS vendors be involved in operations transformation?
- What are the key characteristics sought in an operations transformation partner by retail & commercial banks?
- What levels of productivity gain are being targeted by retail & commercial banks?



## Key Issues & Highlights

Operational transformation remains critical to organizations in the banking sector as they continue the move from bricks & mortar to digital banking for both their retail and commercial operations and is regarded as highly relevant by 92% of retail & commercial banks.

In order to achieve operational transformation:

- Removing customer and operations friction is paramount
- Real-time analytics is coming to the fore alongside RPA
- Banks will involve BPO firms in transforming their internal operations, and 83% of retail & commercial banks would consider operations transfer to achieve end-to-end operational synergy.

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## Report Length

42 pages, consisting of 7 chapters

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