



Market Update

# Intelligent Automation Services in the Banking Industry

## Report Abstract

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4 pages

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## Who is this Market Update for?

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NelsonHall's market update for Intelligent Automation Services in the Banking Industry is designed for:

- Sourcing managers investigating sourcing developments within the financial services sector
- Vendor marketing, sales, and business managers developing strategies to target service opportunities within the financial services sector
- Financial analysts and investors specializing in the financial services sector.

## Key Findings & Highlights

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Since last year, banks have been shifting their spending on intelligent automation initiatives. They spend more time embedding AI into processes, joint human/bot operations, and data management. The projects they are undertaking value agility over efficiency.

The buying centers within banks are expanding beyond the CIO's office to include chief risk officers and line-of-business executives. Business lines accelerating their adoption of IA are growing fast and digitalizing their processing. The primary business lines adopting IA services are wealth and asset management, compliance, new product launches, marketing campaigns, and settlements (payments and securities).

## Scope of the Report

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This Market Update report updates NelsonHall's assessment of the Intelligent Automation Services in Banking market, including:

- A recap of the key points from our last market assessment
- A summary of significant market developments since then
- A brief analysis of how the banking industry is responding to changing market dynamics.

## About The Author

Andy is the Banking Sourcing Research Director at NelsonHall, where he has global responsibility for Retail and Commercial Banking and Capital Markets.

Andy assists both buy-side and vendor organizations in assessing opportunities and supplier capability across Banking services, including in the areas of Core Banking, Payments, Mortgages & Loans, and Securities Processing. In these domains, Andy covers professional services, hosting, and BPS.

Andy assists both buy-side and vendor organizations in financial services to assess opportunities and success factors in the application of technology and BPS. This increasingly encompasses all things digital.

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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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