

Upcoming Banking Reports – Q4 2016

Digital and Omnichannel



- ❖ Digitization and Supply Chain Finance: The Future of Approved Invoice Financing
 - ❖ The Evolution of PFM and its New Role in Digital Banking
 - ❖ The Hidden Power of Prepaid
 - ❖ Top Trends in Retail Payments: 2017 Edition
 - ❖ Treasury Management Systems: The Vendor Landscape
 - ❖ Trends in Attended Digital Channels for Corporate Clients
 - ❖ Trends in Omnichannel Banking for Small/Medium Enterprise Clients
-

Innovation and Emerging Technologies



- ❖ Bank Still Warming the Bench?: A FinTech Review
 - ❖ Engaging Retail Banking Customer through Behavior Insights and Gamification
 - ❖ Retail Banking Trends to Watch
 - ❖ The State of Omnichannel Banking in North America
 - ❖ Treating Cyber Risk as an Operational Risk: Governance, Framework, Processes and Technologies
-

Legacy and Ecosystem Transformation



- ❖ A Banker's Guide to Third Party Risk Management: Strategic, Complex and Liable (Part 1)
 - ❖ A Guide to Becoming a Trusted Partner of the Bank: Strategic, Complex and Compliant (Part 2)
 - ❖ Commercial Lending Trends: A Mixed Recovery from the Financial Crisis
 - ❖ External Factors Changing Treasury Technology
 - ❖ External Factors Providing Opportunities for Corporate Growth and Expansion
 - ❖ How to Run a Vendor Conference
 - ❖ Reflections on a Decade of Cheque Truncation: What Others Can Learn from the US
 - ❖ Retail Banking Channel Systems in North America; Omnichannel Emerges
 - ❖ Top Trends in Corporate Payments
 - ❖ What Banks Can Learn from Other Industries
-

Upcoming Banking Reports – Q4 2016

DIGITAL AND OMNICHANNEL

Digitization and Supply Chain Finance: The Future of Approved Invoice Financing

[Susan Feinberg](#)

The bulk of supply chain finance platforms today are focused on approved invoice financing. This report looks at how technology advances and new business models will impact supply chain finance.

The Evolution of PFM and Its New Role in Digital Banking

[Dan Latimore](#); [Stephen Greer](#)

PFM has been a digital banking buzzword for some time and has generated a fair bit of excitement. However, existing industry initiatives haven't been widely adopted. This report will provide a fresh perspective on PFM and outline the steps that banks should take.

The Hidden Power of Prepaid

[Zilvinas Bareisis](#)

What do companies like Affirm, Kabbage, Oxfam, and Payoneer have in common? They all used prepaid account processing platforms to power their diverse businesses. This report looks at selected case studies and platforms behind them.

Top Trends in Retail Payments: 2017 Edition

[Zilvinas Bareisis](#)

In this report we review the key themes in retail payments that Celent analysts dealt with in 2016 and expect to shape the industry in 2017. Collectively, these themes represent a set of important topics in the developed markets.

Treasury Management Systems: The Vendor Landscape

[James O'Neill](#)

Few areas of banking technology have been more impacted by industry consolidation than the market for treasury management systems (TMS). Twenty years ago, as many as two dozen vendors competed in the corporate TMS market in North America. Today, the list has been reduced to a half-dozen or so survivors. This report traces the path of consolidation that has led to today's market structure and examines the TMS offerings of the vendors that remain active in the North American market.

Trends in Attended Digital Channels for Corporate Clients

[Susan Feinberg](#)

This report looks at both current state and future strategies for banks as they adapt their online and mobile channel offerings to improve client experience, grow revenue, enhance security and improve competitive positioning. The report examines the approaches being taken by global, North American and European banks for delivering information and transaction services across all of corporate banking as client expectations and technologies continue to change.

Upcoming Banking Reports – Q4 2016

Trends in Omnichannel Banking for Small/Medium Enterprise Clients

[Susan Feinberg](#)

This report looks at current state and future strategies as banks adapt their online and mobile channel offerings to improve client experience, grow revenue, and enhance security for SME clients. The report examines the approaches being taken by banks for delivering information and transaction services that are designed specifically for SMEs. The report also looks at segmentation strategies and methods for minimizing disruption as clients' banking needs become more complex.

INNOVATION AND EMERGING TECHNOLOGIES

Bank Still Warming the Bench? A FinTech Review

[Juan Mazzini](#)

Banks have been investing in omnichannel and digital. Experimenting with new technologies and finding the right models to innovate is a huge challenge. While many banks are trying to figure out the right way to do it, FinTechs are working hard to disrupt the banking industry as we know it.

Engaging Retail Banking Customers through Behavioral Insights and Gamification

[Dan Latimore](#)

Gamification, despite its name, shouldn't be trivial for banks. To increase engagement and help customers do the right things financially, banks should consider how to incorporate elements of gamification into their customer-facing interactions.

Retail Banking Trends to Watch

[Dan Latimore](#)

Retail banking is changing faster than ever before, and the noise level increases proportionately. Teasing out the trends that really matter, together with the ones that should be on their radar but aren't yet critical, will help bankers set their priorities for 2016 and beyond.

Treating Cyber Risk as an Operational Risk: Governance, Framework, Processes and Technologies

[Joan McGowan](#)

The reality is that most cyberattacks succeed because of weaknesses in people, processes, controls and operations. This is the definition of operational risk. Financial institutions are recognizing that the traditional approach of the IT department managing cybersecurity is not working and are beginning to take advantage of their operation risk frameworks to centralize management, technologies, processes, and controls for more cost-effective, sound and simplified cybersecurity.

LEGACY AND ECOSYSTEM TRANSFORMATION

A Banker's Guide to Third Party Risk Management: Strategic, Complex and Liable (Part 1)

[Joan McGowan](#)

Building an effective third party risk management platform is a big undertaking. But it's worth it and required. A systematic approach to managing third party risks will help reduce costs and present a coherent strategy to stakeholders and regulators.

Upcoming Banking Reports – Q4 2016

A Guide to Becoming a Trusted Partner of the Bank: Strategic, Complex and Compliant (Part 2)

Joan McGowan

To become a trusted partner of a bank, third parties must demonstrate strong risk management during the RFI, due diligence and onboarding processes and throughout the partner lifecycle. Both parties' reputations are at risk and it is critical that the bank and third party adopt a shared approach to mitigate risks and to staying compliant.

Commercial Lending Trends: A Mixed Recovery from the Financial Crisis

Patricia Hines

Since the financial crisis, global commercial lending has experienced a mixed recovery with the US rebounding to record highs and the euro area declining to pre-2007 lending levels. This report explores the current landscape and looks into the future.

How to Run a Vendor Conference

Dan Latimore

Celent attends a large number of conferences hosted by vendors and independent third parties. We see what works...and what doesn't. We share observations and help event planners make their next gathering as effective as possible.

External Factors Changing Treasury Technology

Patricia Hines

Emerging technologies have the potential to reduce fraud, digitize the financial supply chain, streamline trade finance, and enable direct connectivity between corporates and banks. What are the key emerging technologies (e.g. APIs, KYC, blockchain, big data, biometric authentication, and cloud-based A/P and A/R services) that corporate treasurers need to be aware of? How will they potentially change day-to-day treasury operations? What should treasurers look for in a Fintech provider?

External Factors Providing Opportunities for Corporate Growth & Expansion

Patricia Hines

Globalization is making the world smaller, providing more opportunities for growth and expansion. Existing trade agreements like NAFTA continue to enable corridor opportunities. There are critical differences by region including import/export trends, business models, and trade agreements. As firms expand into new geographies, they are counting on their banking partners to provide relevant treasury and trade services.

Reflections on a Decade of Cheque Truncation: What Others Can Learn from the US

Bob Meara

The US recently celebrated a decade of Cheque truncation. Despite much trepidation along the way, the effort has been an unqualified success. This report offers insights and advice for non-US banks contemplating a similar journey.

Retail Banking Channel Systems in North America: Omnichannel Emerges

Bob Meara

Drawing upon financial institution and vendor interviews as well as a survey administered among North American financial institutions during October 2016, this is Celent's fourth examination of the evolving retail delivery channel environment. Previous reports were published in 2010, 2012 and 2014.

Upcoming Banking Reports – Q4 2016

Top Trends in Corporate Payments

[Gareth Lodge](#)

In our latest update to the top trends in corporate payments, Celent sets out the key corporate payment trends that banks need to be aware of in the near term. With banks under pressure seemingly on all fronts, understanding the shifting landscape and the technology implications is an imperative.

What Banks Can Learn from Other Industries

[Dan Latimore](#)

Banks must radically rethink their business models, and can learn from other industries as they shift their strategic focus. Drawing on experiences from airlines, retailers, telcos, and pharma companies, these examples can provide banks with important strategic lessons.

Published Celent Banking Research

Digital and Omnichannel



- ❖ [Part 1: Omnichannel Customer Acquisition 2.0: What it is and How to Get There](#)
 - ❖ [Part 2: Omnichannel Customer Acquisition 2.0: Vendor Spectrum](#)
 - ❖ [Positioning Business Mobile Deposit to Win with SMBs: The Devil's in the Details](#)
 - ❖ [Scenario-Based Financial Services: Next Generation Digital Channels in China](#)
 - ❖ [US Financial Institutions and Authentication: Digital Research Panel Part 5](#)
-

Innovation and Emerging Technologies



- ❖ [Artificial Intelligence in the Banking Industry: From Data Analysis to Semantic Analysis](#)
 - ❖ [A Banker's Guide to Derivatives: The Role of Derivatives in Risk Management](#)
 - ❖ [Beyond the Buzz: Exploring Distributed Ledger Technology Use Cases in Capital Markets and Corporate Banking](#)
 - ❖ [Challenging the Status Quo: External Forces Supporting the Rise of Non-Bank Financial Services](#)
 - ❖ [Convenience, Security, or Both? Setting Out a Vision for Authentication](#)
 - ❖ [Innovations in Supply Chain Financing: A New Paradigm for China](#)
-

Legacy and Ecosystem Transformation



- ❖ [Artificial Intelligence in KYC-AML: Enabling the Next Level of Operational Efficiency](#)
 - ❖ [Core Banking Systems for Midsize Banks: North America Version, 2016](#)
 - ❖ [Fintech and Robo Advisors: Booming in Japan](#)
 - ❖ [Global Tech Spending Forecast: Banking Edition, 2016](#)
 - ❖ [Onboarding in Corporate Transaction Banking: Prioritizing Investments for Reducing Friction](#)
 - ❖ [Payment Services Directive II: Dramatic Changes on the Horizon](#)
 - ❖ [Payment Systems Trends in Japan, Part III: Blueprints for the Next-Generation Zengin System](#)
-

Published Celent Banking Research

DIGITAL AND OMNICHANNEL

[Part 1: Omnichannel Customer Acquisition 2.0: What It is and How to Get There](#)

Bob Meara

Publication Date: July 7, 2016

Once exclusively the domain of the branch channel, institutions are hurrying to provide a compelling digital onboarding experience. This report looks at the state of omnichannel customer acquisition, opportunities for improvement, and the vendor landscape for solutions designed to improve the onboarding experience.

[Part 2: Omnichannel Customer Acquisition 2.0: Vendor Spectrum](#)

Bob Meara

Publication Date: September 6, 2016

Once exclusively the domain of the branch channel, institutions are hurrying to provide a compelling omnichannel onboarding experience without a rip and replace of legacy deposit and lending origination systems. This report looks at vendor solutions designed to address this need using Celent's ABCD vendor view methodology.

[Positioning Business Mobile Deposit to Win with SMBs: The Devil's in the Details](#)

Bob Meara

Publication Date: September 13, 2016

Based on SMB interviews and a quantitative survey conducted in June 2016, this report examines the business mobile deposit opportunity for banks through the lens of the customer. The report suggests product attributes that will resonate with SMBs, how to position the product, and what market segments have the greatest affinity for business mobile deposit.

[Scenario-Based Financial Services: Next Generation Digital Channels in China](#)

Hua Zhang

Publication Date: September 12, 2016

Financial institutions in China are developing scenario based services in order to get closer to customers. To create their own ecosystems, financial institutions are establishing e-commerce, entertainment and healthcare services. This report examines the financial services scenarios, business models, cases and trends.

[US Financial Institutions and Authentication: Digital Research Panel Part 5](#)

Zilvinas Bareisis

Publication Date: September 7, 2016

Continuation of digital banking research panel series with a focus on authentication and identity management—how do the US financial institutions approach authentication and identity, their issues and concerns, and expectations for the future.

INNOVATION AND EMERGING TECHNOLOGIES

[Artificial Intelligence in the Banking Industry: From Data Analysis to Semantic Analysis](#)

Hua Zhang

Publication Date: July 13, 2016

This report examines the application of artificial intelligence in banking, including machine learning, semantics, robots, and knowledge discovery technologies.

Published Celent Banking Research

[**A Banker's Guide to Derivatives: The Role of Derivatives in Risk Management**](#)

James O'Neill

Publication Date: August 11, 2016

Managing financial risk is imperative to maintain the health and integrity of the banking industry, and for banks of any size the management of interest rate-based risk (IRR) is an important component of overall risk management strategy. This report highlights the financial implications of smaller banks' reliance on conventional OTC swaps to manage IRR, examines the likely impact of new margin requirements that place in September, 2016, and suggests best practices for IRR management.

[**Beyond the Buzz: Exploring Distributed Ledger Technology Use Cases in Capital Markets and Corporate Banking**](#)

John Dwyer; Patricia Hines

Publication Date: August 9, 2016

Distributed ledger technology (DLT) has the potential to provide a new architecture for the financial system in capital markets and corporate banking. What are the specific use cases and pain points within capital markets and corporate banking that DLT is addressing? What does the maturity curve look like for these use cases?

[**Challenging the Status Quo: External Forces Supporting the Rise of Non-Bank Financial Services**](#)

Patricia Hines

Publication Date: September 9, 2016

Non-bank financial services providers are unbundling traditional corporate banking services, tailoring their offerings to specific treasury or financial management functions. What are the external forces supporting the rise of non-bank financial services for corporate treasury? What do treasurers need to know about working with non-bank financial services firms?

[**Convenience, Security, or Both? Setting Out a Vision for Authentication**](#)

Zilvinas Bareisis

Publication Date: July 20, 2016

An introduction into authentication and identity management with the focus on authentication, including key drivers of change, and key technologies and standards. The report also addresses key considerations for banks when implementing biometric authentication and discusses the vision for authentication.

[**Innovations in Supply Chain Financing: A New Paradigm for China**](#)

Hua Zhang

Publication Date: September 8, 2016

The report examines how financial institutions can survive in SME supply chain financing business with the innovative methods. The innovations include SaaS based, B2B based, core enterprises based and logistics based methods.

Published Celent Banking Research

LEGACY AND ECOSYSTEM TRANSFORMATION

Artificial Intelligence in KYC-AML: Enabling the Next Level of Operational Efficiency

Arin Ray; Neil Katkov, PhD

Publication Date: August 23, 2016

This report discusses the current challenges in KYC-AML operations and proposes the benefits of adopting artificial intelligence enabled solutions in reducing costs and improving efficiency in KYC-AML.

Core Banking Systems for Midsize Banks: North America Version, 2016

James O'Neill

Publication Date: August 1, 2016

In the report, *Core Banking Systems for Midsize Banks: North America Version 2016*, Celent surveys three market-leading core banking systems offered by the 'Big 3' financial technology services companies operating in North America. This report, the second of three on North American banks, is focused on solutions sold to midsize banks (defined as retail-oriented banks with total assets between \$1 billion and \$20 billion).

FinTech and Robo Advisors: Booming in Japan

Eiichiro Yanagawa

Publication Date: August 29, 2016

This report addresses salient underlying trends in FinTech, considering global trends in wealth management and the burgeoning robo-advisor industry before discussing the unique attributes of Japan's market and introducing recent advisory technology initiatives. This report examines pioneering robo-advisor efforts in Japan, technology and business areas ripe for development, and the outlook for the FinTech boom.

Global Tech Spending Forecast: Banking Edition, 2016

Gareth Lodge; Stephen Greer; Hua Zhang; Juan Mazzini

Publication Date: September 7, 2016

Celent analyzes IT spending trends across different regions (North America, Europe, the Asia-Pacific region, Latin America, and the 'rest of the world' grouped as one region). The report compares and contrasts the direction of IT spending trends among regions across the world.

Onboarding in Corporate Transaction Banking: Prioritizing Investments for Reducing Friction

Susan Feinberg

Publication Date: August 18, 2016

As complexity of onboarding new clients and services grows, banks grapple with leveraging technology to simplify and digitize these processes. The ultimate goals are enhanced regulatory compliance, higher client satisfaction and revenue acceleration. Enhanced efficiency is important but secondary in today's environment. Is a centralized onboarding platform across lines of business the most effective solution? Or should banks focus on the most difficult, time-consuming aspects of onboarding?

Published Celent Banking Research

[Payment Services Directive II: Dramatic Changes on the Horizon](#)

Gareth Lodge

Publication Date: August 19, 2016

The PSD2 is edging closer to adoption, yet whilst the regulation will have significant impact on the banks in Europe, there has been far less discussion than on its predecessor, PSD1. This report highlights some of the more dramatic impacts that banks face in the coming months, from XS2A to authentication and liability.

[Payment Systems Trends in Japan, Part III: Blueprints for the Next-Generation Zengin System](#)

Eiichiro Yanagawa

Publication Date: July 22, 2016

Celent examines initiatives to accelerate the development of Japan's payment infrastructure through the lens of the Zengin System—the heart of this infrastructure. This report also distills how cutting-edge technology is being applied and imagines the evolution of the financial services landscape as we enter the rapidly evolving, brave new world of fintech.