

Digital Challenges and Responses for Canadian Bankers

DRIVE PROFITABLE REVENUE AND SHARE GROWTH WITH A DIGITAL TRANSFORMATION PLATFORM

- > Implement digital overlay approach to minimize processing time and deliver customer centric offerings
- > Gain transformational readiness to reduce/eliminate potential future uncertainty
- > Deploy enterprise grade digital capabilities to deliver high volume services across all channels
- > Leverage innovative low-code technology to tap unserved markets

The World Economic Forum ranks Canadian banks as among the soundest in the world. To continue on a growth trajectory will require staying competitive amid the FinTech players flooding the market with disruptive products and digitally delivered services. It will also demand bank leadership be prepared for the tsunami of regulatory updates, such as Bill C-8 and Basel III for capital and liquidity requirements.

The 2008-09 global financial crisis has led to a series of significant regulatory changes designed to reduce the risk of another financial crisis. Already, the six largest banks - nominated by Office of the Superintendent of Financial Institutions (OSFI) as Domestic Systemically Important Banks (D-SIBs) - are required to hold additional one per cent of capital. The D-SIBs are also subject to more intense supervision and enhanced disclosure requirements.

OSFI Designates Canada's Six Largest Banks as Domestic Systemically Important Banks. Given the potential impact that the failure of a D-SIB could have, D-SIBs will be subject to the following measures designed to limit the likelihood of failure:

- a 1% common equity surcharge commencing January 1, 2016;
- continued supervisory intensity; and
- enhanced disclosure expectations

How can Canadian banks put in place technology that helps comply with the current and future regulatory environment and drives innovation for market leadership?

Transformation Readiness: Proactively prepare for the future

McKinsey's Global Banking Annual Review indicates three formidable forces – a weak global economy, digitization and regulations – are threatening to significantly lower profits for the global banking industry over the next three years. Preparing for that future requires that Canadian financial institutions focus on long term strategy coupled with precise execution and an action plan to stay in lock step with emerging technologies.

Financial Institutions will benefit from a digital platform of robust connections and a flexible development environment that enables systems planning and advanced analytical capabilities. All internal systems of records will need to be elastic enough to adapt and enable 'Transformation Readiness' across the entire value chain. These institutions can simplify internal processes, expand product offerings and deliver flawless end-to-end omni channel experience. Importantly, with a digital platform capability in place institutions can also foster partnerships with nimble FinTech players to launch innovative services.



Deploy Digital Overlay with Appian Platform

The only way to predict the future is to invent it - and Appian enables you to do just that. With a single, unified digital platform, proven security and a powerful, intuitive interface, you can focus on new technologies and retain mission critical legacy systems. Appian's low-code digital platform can help leverage technology benefits across the business, with customer-centric view across channels, products, and staff – so your institution is hitting/firing on all cylinders.

- **Improve productivity and efficiency.** Appian supports integration with multiple data sources, enables access to process optimization tools, and provides a full audit history of risk processes across multiple businesses and geographies, all on one platform.
- **Increase speed to compliance.** With the low-code Appian Platform – powered by Business Process Management (BPM) capabilities

– you can quickly deploy applications to manage and control the gathering of data from multiple sources.

- **Integrate people, process and data.** Appian assembles data from all sources into a comprehensive view and can be modified without losing sight of the entire process. Appian's easy to build and change rules enables the bank to collaborate and manage simple or complex procedures across all businesses and geographies.
- **Achieve a comprehensive and integrated view.** The Appian unified platform enables management of risk processes on one low-code flexible platform, allowing improved oversight, accountability for decision making, and staff effectiveness in executing large scale data gathering programmes. With Appian platform you can implement processes to remediate issues identified during your data gathering and analysis.

FOCUS YOUR EFFORTS

Focus your efforts to meet all compliance challenges. With Appian, you can:

- Manage basic cases and more complex scenarios within the same process
- Create comprehensive views across events, departments, products and regions
- Conduct ongoing screening with reasonable review and escalation of exception cases

TAKE CONTROL

Take control of performance with the Appian application platform, a powerful yet easy to use platform for managing complex business processes. Quickly build and deploy enterprise apps for:

- Customer Acquisition
- Compliance
- Customer On-Boarding
- Product Management
- Business Operations
- IT and FinTech partners

PREPARE FOR THE FUTURE

- Pressure is mounting to deliver innovation in the financial services sector. Alleviate the pressure with Appian. Streamline operations, reduce costs, facilitate collaboration, and navigate change.
- Unify relevant information and systems to get work done with Appian. Achieve significant efficiency in work execution while leveraging your legacy IT investments.

LEADING ORGANIZATIONS TRUST APPIAN:



Appian

Appian delivers an enterprise platform for digital transformation that is changing the financial services landscape. Powered by industry leading Business Process Management (BPM) and Case Management capabilities, Appian's low-code approach can radically accelerate the time it takes to build and deploy powerful, modern applications, on-premises or in the cloud. The world's most innovative financial services institutions use Appian to revolutionize their customer experiences, transform their business operations, and master global risk and compliance. For more information, visit www.appian.com