

# Make Way for the Robots

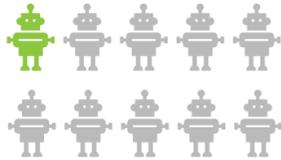
Use cases are springing up for emerging technologies such as blockchain, robotics process automation (RPA) and artificial intelligence (AI).

Readiness Leaders are rising twice as fast as the rest.\*  
**Are you ready to rise?**

## Asset managers are developing blockchain-based hyper ledgers for trading and actively researching applications for AI.

RPA technologies are helping to enhance workflow and increase scale while robo advice is driving investment trends toward passive index funds.

**But the industry has some way to go ...**



FEWER THAN  
**1 in 10**

asset managers have achieved full automation with robotics for most of the activities we examined.

## “Even partial automation can significantly reduce overhead and push down costs.”

– Tony Warren, executive vice president, head of strategy and solutions management at FIS

## Insurers trail other industries in the implementation of AI solutions.

But the industry has already seen the launch of the first blockchain insurance contract, which can be triggered automatically and uses distributed ledger technology/blockchain to share information between insurers and reinsurers.



**More than half** of insurers are investigating **AI** or **blockchain technology** to improve the customer experience and automate resource-intensive enrollment and claims processes.

**60%** are researching and developing, piloting or testing AI solutions.

**54%** are doing the same for blockchain solutions.

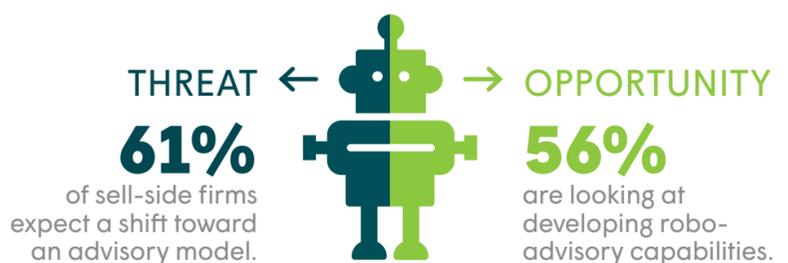
## “We’re beginning to see robots making decisions on paying claims, based on the right conditions being met.”

– Christina D. Lucero, director, healthcare product management and strategy, insurance at FIS

## On the sell side, existential threats such as disruptive new entrants and shifting business models will drive radical shifts.

In its mission to create “safe, efficient markets,” the International Swaps and Derivatives Association (ISDA) is also looking to implement smart blockchain-based contracts for trading. And as more assets are pushed onto exchanges, increased trading volumes and greater electronification are expected.

**To compete in this lower margin environment, sell-side firms must become increasingly automated.**



## “We have strong aspirations to embrace robotics and artificial intelligence in order to faster and better serve our customers.”

– Ulrich Hoffmann, head of group operations at UBS

## The top performing firms: The Readiness Leaders

The Readiness Leaders recognize the paramount importance of continuing to invest in emerging technologies, for both individual firms and markets as a whole.

What’s your growth readiness?  
**Are you ready to rise?**

To learn more or to download the full report, visit [fisreadinessreport.com](http://fisreadinessreport.com).