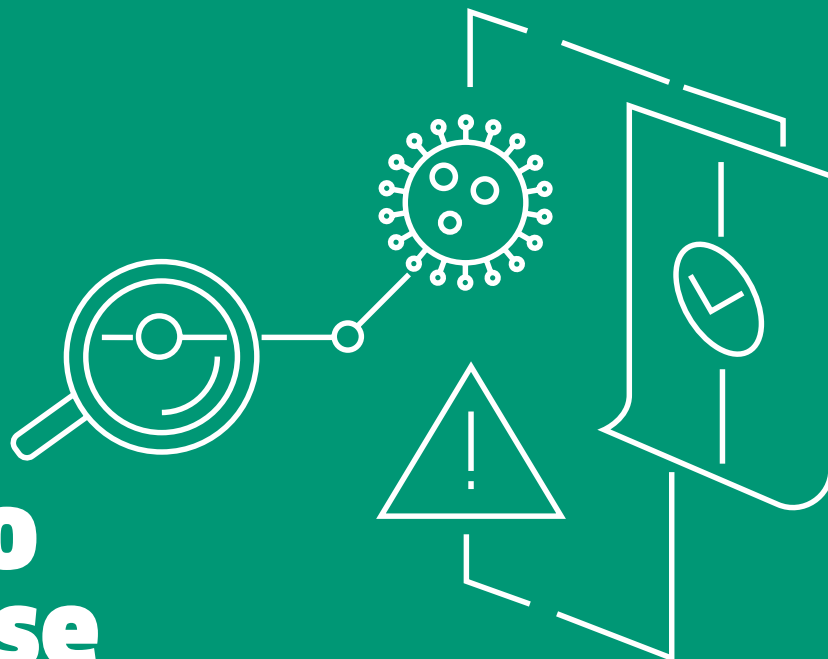




THREE STEPS TO NEW GROWTH FOR WEALTH MANAGERS

2021 Readiness Report

What are you doing to address these disruptors?

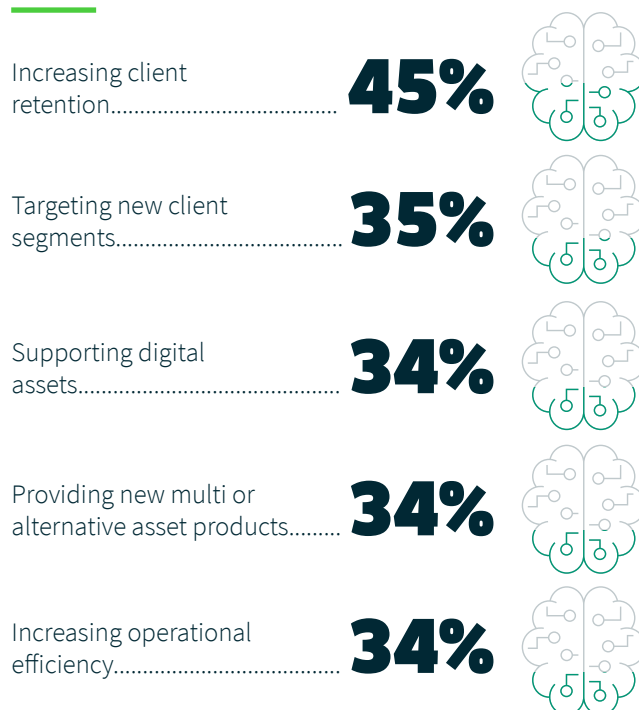


Advanced technologies enable you to manage long-term cost pressures, address new risks and achieve sustainable growth - all at the same time.

Under pressure from all sides – from clients and competitors to regulatory bodies and global events – wealth managers must transform their business models to boost growth and profits while prioritizing the user experience.

Disruption will define this decade. The market will keep evolving, new competitors will emerge and the workplace will continue to morph. Technology will keep advancing, driving efficiency and innovation, but also increasing risk as cybersecurity fraud rises.

The growth imperative: **top strategies** for the next 12 months



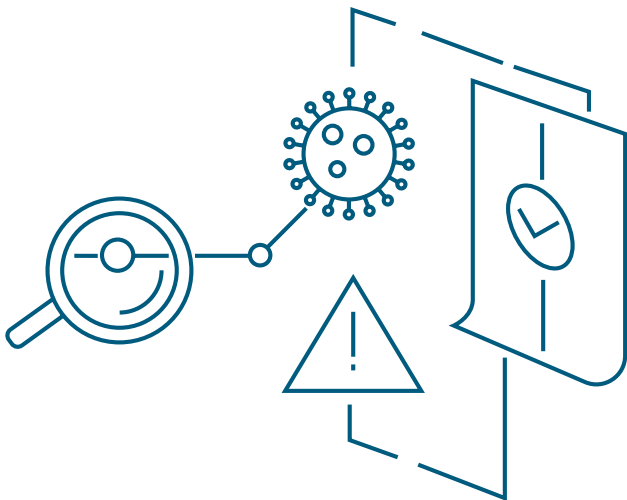
“ Today’s disruptions will define the wealth industry for the rest of the decade. Your growth potential – and success – will be determined by how you respond. ”

- **Melissa Cullen**, global head of Strategy, Wealth and Retirement, FIS



These are the strategies the wealth management industry is focusing on, but what is the best way to carry them out?

First and foremost, you need to optimize your platform technology and data strategy. Then you can process at scale and create personalized experiences – all while ensuring you are compliant, cost competitive and secure.



These are the questions you need to ask yourself to figure out if you're ready for growth:

- 1.** Is your technology agile enough to adapt to changing user requirements and deliver the experience that they demand?
- 2.** Is your infrastructure flexible enough to easily access data across multiple systems and expand your ecosystem when required?
- 3.** Is your operating model capable of processing at scale?

“ To make your investments go further, you need to unify your tech, data and AI strategies. ”

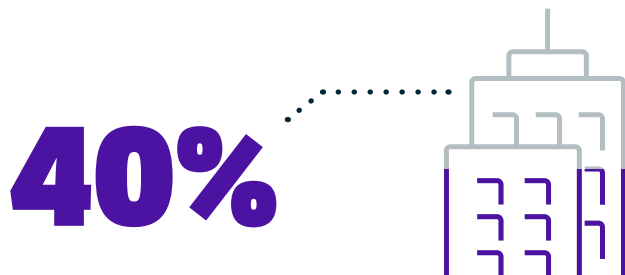
- **Melissa Cullen**, global head of Strategy, Wealth and Retirement, FIS



TO CONFRONT THESE CHALLENGES AND FUTURE-PROOF YOUR GROWTH MODELS, YOU MUST TAKE THREE ACTIONS:

1. Unleash the power of advanced analytics and AI

You may be convinced that data and analytics tools hold the key to unlocking better decision-making in the front office, but you need modernized technology first. Artificial intelligence (AI) and machine learning tools offer compelling benefits as you seek to extract more data and maximize its potential.



40% OF WEALTH PROVIDERS will invest in enhanced analytics to drive competitiveness in the year ahead

Why are wealth providers investing in AI and machine learning?

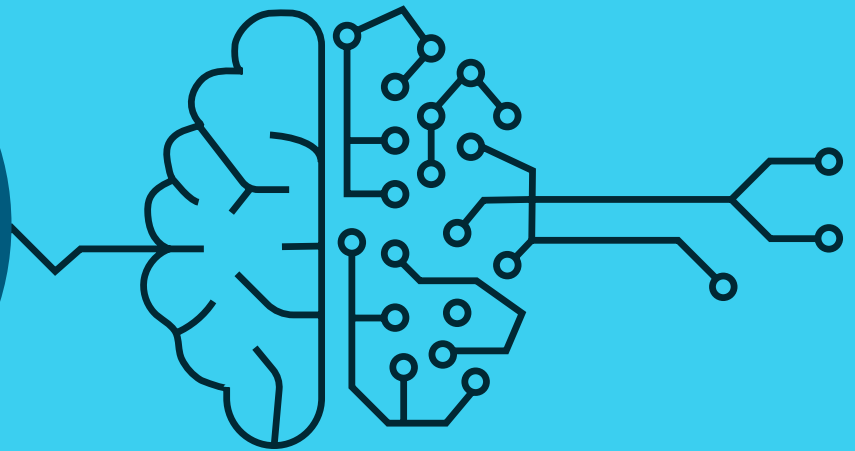
Enhance process automation/operational efficiency	43%
Combine alternative data sets and AI	37%
Build new data-driven products and services	37%
Strengthen compliance and risk management	28%
Provide more meaningful information to clients	24%
Analyze large data sets	22%

It is critical for wealth providers to have a strong data strategy – one that allows you to combine data sets, analyze unstructured data, contextualize information and use it for better decisioning. This data foundation enables you to power your platforms, personalize how you connect with clients and improve process efficiencies.

What’s more, a strong data foundation will enable you to gain the full benefit of AI – which is exactly what you need to achieve the growth and efficiencies gains that are expected.

“ To be truly effective, you have to deliver highly personalized service across multiple, interchangeable channels. ”

- **Melissa Cullen**, global head of Strategy, Wealth and Retirement, FIS



2. Focus on the experience

An innovative client experience is a crucial differentiator. Clients expect to be able to manage their accounts using any channel they want, whenever they want. How will you meet that challenge while managing cost?

58%



58% OF WEALTH PROVIDERS will spend more on front-office technology in the next 12 months

Where are firms most concerned about their effectiveness?

40%



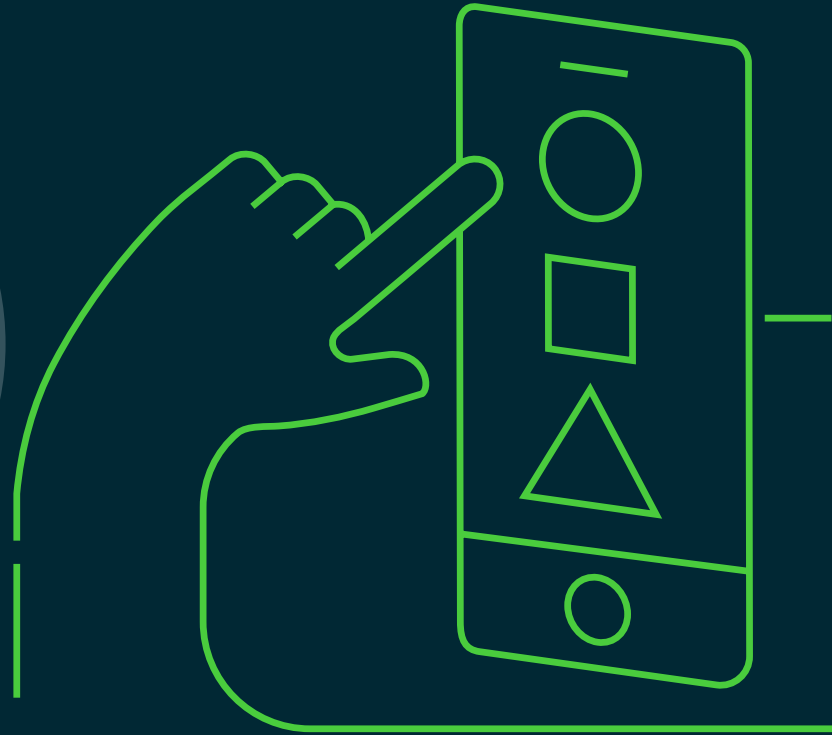
40% OF WEALTH MANAGEMENT providers are not sure they can deliver a strong digital experience

In addition to personalization, you need to manage diversified portfolios – which likely include crypto currencies and ESG funds. And what’s more, you have to do all this while keeping your clients’ best interests in mind while supporting a more diverse client base that may span five generations.

So how do you deliver all of this efficiently and effectively? You need digitally enabled, data-driven technology that enables you to provide the products, services and experiences that suit each individual investor.

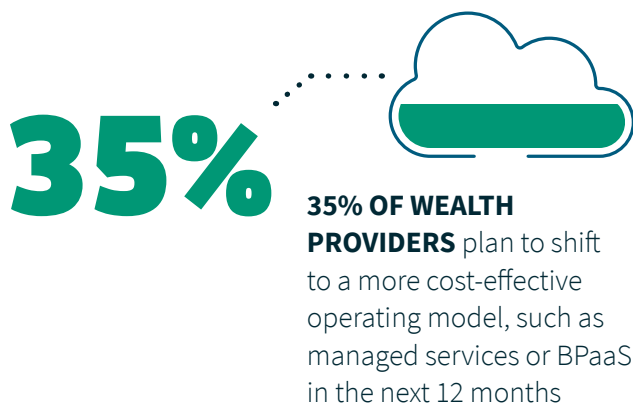
“ You can have the most personalized service, provided by the best people and running on an open cloud architecture. But if you haven’t optimized your operations, you still won’t be able to compete. ”

- **Melissa Cullen**, global head of Strategy, Wealth and Retirement, FIS



3. Embrace cloud and BPaaS for agility and scalability

As wealth providers seek to build more comprehensive and responsive risk management capabilities – including cybersecurity – they are increasing their reliance on cloud-based applications and turning to business process as a service (BPaaS) providers. These scalable solutions also give you a flexible environment for implementing technologies that drive growth.



Where are wealth providers most likely to increase their reliance on cloud?

- I. Risk management
- II. Custody and clearing
- III. Client reporting

Where are wealth providers most likely to shift to BPaaS?

- I. Trading and/or portfolio and order management
- II. Investment book of record
- III. Compliance management

Whether you’re focused on exploiting AI to connect with new clients, complying with an influx of regulations or capturing synergies from an acquisition, processing at scale matters. Cloud and BPaaS solutions give you the agility to shift your approach ahead of new market opportunities.

LET'S SOLVE SOMETHING BIGGER.



So, what's next?

To keep pace and keep your customers, you need a technology partner that offers innovative wealth solutions and services. FIS is accelerating how we develop and partner to ensure you can engage, connect and transact with your customers in a secure environment.

Our solutions and services automate your operations, unlock your data for greater insights and deliver the digital capabilities you need to provide a flexible, intuitive and dynamic omnichannel experience. Our open infrastructure and integrated workflows are data-driven and AI-enabled, giving you multi-dimensional client segmentation to drive growth.

About the 2021 FIS Readiness Report


The FIS Readiness Report is an annual survey of senior executives that identifies the challenges they face and the strategies they've adopted to solve them. This year, we looked at how they are adjusting to a landscape that's been transformed by both rapid and long-term change. The survey ran from March-April 2021 with over 150 fintech leaders participating from firms across the wealth segment.



About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.

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PAYS, BANKS AND INVESTS™**