



Trend report

A Banking Transformation

The world is going digital! And there is no doubt that this digitalization pushes banks to dramatically rethink the way they conduct their businesses. Giesecke+Devrient (G+D) provides a host of possibilities to make the transition easier, while maintaining customer brand awareness.

The digitalization of banking is one of the most radical alterations to hit the sector in decades. With such momentous changes, banks need to rely on trusted partners to enable them an omni-channel strategy with flexible, secure technology-backed financial solutions that offer convenience and ease of use for their customers.

New players like the Fintechs and the BigTechs are disrupting the traditional customer intimacy by building solutions based on the customers' experience enhanced with technological benefits. To be able to stand out as a well-established payment competitor, and not end up with the shortest stick, customer centricity needs to be at the heart of any digital strategy.

The trend shows a fully new competitive landscape, and it is littered with a range of digitalized financial services, where customers have become more and more tech savvy. Even more savvy than their house bank!

In an ever changing world, in order to stay top-of-mind for customer stickiness, this new demand needs to be catered.

Anytime, anyhow, anywhere payment solutions, seamless onboarding to new financial services, and seamless banking app authentication are no longer buzzwords but customer expectations.

Banks should engage with the demands and enable opportunities beyond banking, such as integrated e-commerce and payment possibilities.

Amongst an increasingly growth in contactless payments – with digital as well as physical cards – we also see this growth in new form-factors such as wearables and other OEMs. Clearly, therefore, banks should see digitalization as an opportunity.

Banks need to benefit from their competitive advantages, and turn their customer relationship and know-how about the user into new business models and profit from these new revenue streams. And at the same time surprise and delight the customers.

G+D is at the forefront of enabling digital banking solutions. With our digital payment solutions, mobile application platforms and compliant digital identity services, we put your brand in front of the customer. Convego Hub, for example, provides highly secure, fast and convenient payments on any device. As part of Convego Hub, Convego CloudPay enables cloudbased payments according to the global payment schemes. Similarly, Convego Hub provides sub-solutions for any other technology and enables all payment options and schemes securely. The system provides extremely fast virtual payment card enrollment, enables secure contactless payments and integrates online interfaces for banks' card issuance and lifecycle management.

Future Banking – It is all about Securing Payments!

Did you know? Giesecke+Devrient (G+D) technology is unconsciously used by billions of people every day! With more than 700 global Banks putting their trust in G+D and our offerings, we enable secure and convenient transactions for everyday usage.

Founded in 1852 in Leipzig as a printer of bank notes, now with HQ in Munich, G+D is a global powerhouse in payments - be via cash, card or digital services. Our safe payments technology, elegantly combined with smooth customer experiences throughout the whole customer journey, secures the daily life use of financial services. And also creates customer obsession for our clients!

We are: pioneers in payments, industry leader and innovating partner for the financial sector.



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