What Makes Digital Attacker Banks So Efficient?

Digital-only banks have gained ground with consumers, and have lower operating costs than incumbent banks. Here's why.

The productivity advantage

Bain and Thought Machine analyzed four digital attackers and four major incumbents. Despite being subscale, digital attackers serve 2X to 3X as many customers per employee.

Incumbent Banks

Digital attackers

How they do it

An API-based cloud-native platform simplifies maintenance and infrastructure

A low cost of change cuts time and investment to roll out new services

Real-time data and configurable workflows raise productivity

The cost advantage

An attacker serving comparable customer volumes and products could have a cost base 60% to 70% lower if run on a next-generation tech stack.

Inside the technology platform savings potential

Faster innovation: Faster time to launch of new products, with products written as code.

30–60%

Mandated regulatory change: Mandatory platform cuts redundant systems and functions within a single-clean core for all products

60–90%

Core platform run: Core platform run redesign of systems running in next-generation platform

20–50%

Application maintenance: Microservices-based lightweight applications allow for elastic scaling

60–90%

Networking: Centralized networking

60–90%

Digital workplace: Seamless working from home

30–60%

Sources: Bain & Company benchmark data and experience; Thought Machine experience with contributions from Personetics, One Short.io, TruNarrative and Form3