The Automation Advantage in Retail Banking

It improves costs, cycle times, and the customer climate.

Automation improves banking in a number of ways

Automation reduces labor times across all lines of banking

Average percentage of labor time reduced, by process category

<table>
<thead>
<tr>
<th>Process Category</th>
<th>Migrate to SBO</th>
<th>Mostly done today</th>
<th>Work-in-progress today</th>
<th>Mostly done today</th>
<th>Mostly done today</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average percentage of labor time</td>
<td>45%</td>
<td>42%</td>
<td>4%</td>
<td>38%</td>
<td>37%</td>
</tr>
<tr>
<td>reduced, by process category</td>
<td>36%</td>
<td>44%</td>
<td>4%</td>
<td>36%</td>
<td>33%</td>
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<td></td>
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<td></td>
<td>29%</td>
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</tr>
</tbody>
</table>

The gap between early, heavy users of automation and late, limited users will increase over time

Being an early adopter will pay off

Focus on where automation will have the greatest impact

Focus on automation to drive the greatest benefits

Secrets to succeeding with automation at scale

1. In 3 organizations

- 1 in 3 organizations have not achieved their automation cost savings targets, largely because they take a piecemeal, rather than a programmatic, approach.

Successful automation requires careful orchestration of several elements

- A robust pipeline of opportunities, focused on automating a major portion of a defined set of jobs
- A programmatic approach to redesigning jobs once automation takes place, in order to free up capacity
- Clear governance with specified targets, timing, and business owners accountable for delivering the technology and managing the change
- Incentives to drive automation goals, rewarding skills and innovations that flow through to the bottom line