Digitally transform your bank and boost share of wallet

For decades individuals have relied on financial service organizations for their convenience, familiarity, and trust. Only in recent years have we seen a major technological shift driving new banking models, customer service, and security implementations. Built on the notion that everyone—from bankers to boomers, tellers to transplants, management to millennials—wants secure access, always and everywhere, to financial details, institutions are modernizing to meet the demands of the new digital age.

With VMware, you don’t have to imagine because we are delivering the future today. Our continued commitment to your financial services organization is to reduce IT complexity while ensuring the delivery of modern financial services that boost share of wallet while streamlining compliance. We have the digital foundation to prepare your business for services everywhere.

Check out how VMware solutions modernize financial services IT.
Digital Banking Business Success Factors

- **Satisfied customers** – Can you serve more informed customers with growing insistence on more personalized services—everywhere, 24 hours a day, 7 days a week?
- **Empowered bankers and staff** – Are you reducing frustration while improving productivity and ensuring access to financial accounts and customer data is as convenient, secure, and accessible as possible—wherever banking takes place: in line at the bank, over the phone, and in the field at your customer’s place of business?
- **Efficient IT operations** – Are your digital services reliable, affordable, and agile at scale, no matter how remote and mobile your institution is?
- **Innovative developers** – Are you providing modern frameworks for digital invention and can you quickly embrace new services, banking platforms, and acquisitions?
- **Improved outcomes** – Is data driving your decisions to compete in a digital era?
- **Reduced risk** – Are you creating a zero-trust model, embedding security and streamlining compliance, in your financial services plans everywhere, including mobile, applications, and cloud platforms?

“Established financial services providers will have to move faster on digital business by building digital platforms or finding niche products and services to sell on others’ platforms.”

David Furlonger, Vice President and Distinguished Analyst, Gartner

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**What is your plan to deliver exceptional financial services experiences?**
Taking Account: Guidelines for Modern Financial Services

Digital Transformation powered by an intelligent Digital Foundation built on VMware Solutions delivers Modern Financial Services IT.

ANY APP

The number and types of applications powering financial services have changed. There are more of them and they’re distributed—running across on-premises and cloud environments. Consumption of apps has also changed, requiring your organization to support more endpoints and edge devices to meet banker and client personalization demands. An intelligent digital foundation puts you in control of the development and delivery of all apps—cloud-native apps in the public or private cloud, hybrid apps, or on-premises traditional applications.

ANY CLOUD

More apps and wider diversity of application needs are driving financial services teams to adopt hybrid, multi-cloud, and SaaS strategies.

- **Hybrid cloud** – Leverage both on-premises and cloud resources for rapid application portability and operational consistency across the entire environment, reducing IT costs and risk.
- **Multi-cloud** – Give IT teams the option to deploy to on-premises, hybrid, or native public clouds to optimize costs, take advantage of new and innovative services, and avoid vendor lock-in. Common cloud management tools across multiple clouds reduce complexity and risk while enhancing security and control.
- **Modern apps** – Forward-thinking financial services organizations are modernizing traditional applications and developing next-generation apps. Cloud-native and SaaS apps represent a huge opportunity to improve usability, speed to market, and performance at scale.

ANY DEVICE

Delivering exceptional outcomes for internal staff including bankers, tellers, and branch managers as well as bank clients requires designing digital experiences for moments that matter.

A digital workspace delivered on an intelligent digital foundation establishes a new engagement model between IT and staff or clients—one providing the freedom to use any app, running on any cloud, on any of their preferred devices (for example, laptop, PC, smartphone, rugged devices, tablets, and more). Its zero-trust approach protects information while giving everyone the ultimate freedom and flexibility.

ROADMAP TO MODERNIZING FINANCIAL SERVICES IT
Strategic Priorities in Action

Ensure you can do business everywhere

Speed cloud-native app development across multiple clouds to enable everyone—from bankers to boomers, tellers to transplants, management to millennials—to access, always and everywhere, to financial details.

Automate and deliver IT as a service to lines of business to eliminate operational bottlenecks and improve agility, availability, and delivery of IT services. Establish a center of excellence and become an innovative service provider to corporate, remote, and branch-based staff.

Mobilize financial advisors and in-branch digital ambassadors to work beyond traditional offices integrating access control, application management, and multi-platform endpoint management to securely and seamlessly deliver and manage any app on any device.

Improve operations, productivity, and security in the modern digital branch by replacing static computing environments with agile, highly available, and secure digital workspaces giving branch employees the fastest and most reliable computing experience across locations and devices.

Deliver a more personalized and convenient customer experience to enhance bank branch experiences on tablets, IoT devices, and kiosks to enable bank staff to focus on delivering high-value services to customers regardless of the nature of their visit.

State Bank of India virtualized IT infrastructure in 25,000 branches, lowered infrastructure costs by 80%, and reduced app provisioning time from months to days and procurement cycles from 6-8 months to 12 minutes.

Learn more

National Commercial Bank, Jamaica Limited has reduced new customer account openings from 3-4 hours to 12 minutes for new and 6 minutes for existing customers and reduced operating costs 50%.

Learn more

Empower your employees and take care of your clients

Secure, manage, and scale IoT infrastructure at the branch to improve operational inefficiencies and customer banking experiences. Extend to the edge, enabling banking IT to seamlessly manage and monitor the entire lifecycle of IoT devices at scale.

National Commercial Bank, Jamaica Limited has reduced new customer account openings from 3-4 hours to 12 minutes for new and 6 minutes for existing customers and reduced operating costs 50%.

Learn more

Protect and secure all of your data wherever it travels and rests

Strengthen data security and protect brand to boost customer confidence with intrinsic security. Safeguard PII, streamline compliance with rigorous regulatory frameworks, and enable IT to pro-actively manage cyber defenses with application monitoring, data encryption, threat detection, and remediation.

Arizona Federal Credit Union offered always-on IT services to members and employees and delivered new services rapidly and securely while reducing costs by 34 percent compared to a traditional data center upgrade.

Learn more

Embrace mobility while minimizing risk to securely support bring-your-own mobility strategies without sacrificing security. Give IT real-time management, visibility, and security across any device or app through a single management console.

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Learn more
Turn Your Digital Vision into a Successful IT Strategy

When you choose VMware Financial Services Solutions, you’re unleashing possibilities for next-generation, customer-centric banking experiences.

Our cloud-ready, software-defined solutions accelerate the digital transformation initiatives your business is undertaking—from modernizing the delivery of IT infrastructure and services—across clouds, mobile endpoints, and to the edge to reimagining customer engagement models to improving operational efficiency. With cloud, mobile, and security solutions that seamlessly bridge legacy and modern IT, VMware helps financial services firms accelerate growth and agility while streamlining compliance and tightly managing costs and risk.

As you advance on your digital transformation journey, our VMware Professional Services team supports you every step of the way to meet and exceed your business needs, achieve cost savings and efficiencies, accelerate time to value, and strengthen your team’s skills.

VMware Professional Service Portfolio

Strategy and planning
Strategic planning services that align your people, processes, and technology with desired outcomes

Integration and configuration
Consulting services that streamline complexity and help you achieve the full value of your technology

Optimization and advocacy
Technical Account Managers that help you adopt and operationalize technologies while serving as your advocate to VMware

Training and development
Education Services that deliver competitive advantage by empowering your teams with knowledge

We recognize your financial services organization is working harder than ever to deliver exceptional experiences that attract and retain customers. Following our digital transformation roadmap gives you the right digital foundation built on VMware digital infrastructure to empower your employees, customers, business, and IT staff to innovate and thrive.