

# FROM POOR CUSTOMER VISIBILITY TO A WEALTH OF OPPORTUNITY

Today's customer is more demanding than ever. To meet their needs and remain relevant, the financial services sector must embrace purposeful digital transformation through the modernisation and automation of technology and processes. In challenging times, innovative thinking is a powerful advantage. By investing in technology, companies are investing in future success – enabling the creation of data-driven, agile and integrated offerings that not only fulfil but exceed customer expectations

## FROM

SILOED PROCESSES, FRAGMENTED CUSTOMER INTERACTION  
AND AN INABILITY TO PIVOT TO NEW OPPORTUNITIES.

**LEGACY LIABILITY**  
Legacy infrastructure and traditional systems are rigid, slow, paper-heavy and reliant on manual processes.

**DATA DEPOSITS**  
The sector holds rich data but information is not shared across business units to be utilised effectively.

**PRODUCT-CENTRIC MODEL**  
Offerings are outdated. Customers expect proactive products that cater to their individual wants and needs.

**RISE OF FINTECH**  
Increasing competition from low-cost fintech start-ups and outside players (e.g. Google, Amazon and Apple).

**THE COST OF CYBERCRIME**  
Sophisticated cybercriminals and regular breaches threaten the security of funds and data.

## TO

AN INTEGRATED, NIMBLE AND DIGITAL-FIRST FINANCIAL SERVICES  
SECTOR THAT OFFERS A SECURE, SEAMLESS, PERSONALISED  
AND TRULY MEANINGFUL EXPERIENCE TO EVERY CUSTOMER.

**CLOUD ENABLEMENT**  
BCX One Cloud encompasses a true hybrid-IT, multi-cloud experience. This allows for seamless integration between Private, Public and Hosted Clouds, which facilitates centralised management for all your cloud workloads. This coupled with our Managed Services overlay, provides full control and management of your cloud workloads.

**SOFTWARE-DEFINED MANAGEMENT SOLUTIONS**  
Our suite of SDN Multidomain solutions enhances business agility, productivity and the remote working experience.

**SECURITY**  
Access BCX's security consulting and/or managed security services to protect critical systems from cyberthreats.

**APPLICATIONS: AI AND RPA**  
Artificial Intelligence and Robotic Process Automation tools such as chatbots can improve efficiency, and provide customers with real-time answers and information.

**UNIFIED COMMUNICATIONS**  
Implementing our Unified Communications and Collaboration (UC&C) systems can improve teamwork, decision-making and effective customer engagement on any platform or device.

**DIGITAL TRANSFORMATION PRODUCT SUITE**  
From Advisory services to Solutioning and Delivery, we'll accompany you on the journey to streamline systems and build a digitally-driven business of the future.

**To contact the BCX team for a demonstration of these technologies click [HERE](#)**

**Our most important customer is yours.**