

## **Covid-19: The time for BFSI sector to embrace digital transformation through Hybrid Cloud is now!**

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### **Host**

Hello everybody and welcome to the HCL Podcast on Hybrid Cloud Services. This is Neha Ghildiyal. I am a part of Product Management Group. I'll be briefly talking about How COVID 19 is emphasizing BFSI industry to move beyond legacy and embrace their digital transformation

So, let's get started.

The COVID-19 pandemic is going to have a wide and long-lasting impact on the global economy. The coronavirus outbreak is causing widespread concern for every industry and the BFSI industry is no different.

In rapidly changing technical paradigms, cloud-based solutions deliver a higher value proposition of IT solutions and services. Cloud will serve as a transformative digital solution to navigate the challenges by lowering infrastructure costs, automating non-core business applications such as CRM and ERP, and bring innovative products to their customers.

Technologies like micro services, API, containerization, cloud computing, AI, and blockchain will play a crucial role in the digital transformation strategy of banking and financial services customers, allowing us to connect through multiple electronic and digital platforms and deliver the optimal combination of services.

### **Is COVID 19 taking a toll over BFSI sector: Is it really a WAKE-UP CALL?**

Despite the negative outlook, pandemic like situations such as COVID 19 causes uncertainty and creates opportunities for new business models powered by emerging technology. While the focus of banks' efforts should be short-term, this crisis may very well accelerate many trends. For many financial services organizations, the hybrid multi-cloud approach is now a global standard, and digital transformation would be more selective going forward.

Banking and financial enterprises have started shifting their business focus toward digital transformation acceleration and this has enabled them to revisit their operating model activities, emphasize on cybersecurity, buyout legacy assets, shared services carve-outs, and even signing up long-term

integrated technologies and managed services support engagements that are centered around specific business outcomes and a robust digital transformation strategy.

Financial customers can embrace agile and customer-centric transformation by migrating core platforms to the cloud to improve customer experience resulting in:

Cost Optimization as Banks do not have to care about the technical parameters of the IT infrastructure as cloud computing uses the delivery model of on-demand and pay-as-you-go resulting in low cost and high returns, Ease of use, manageability, and rapid deployment can greatly accelerate the deployment and expansion management of the banking IT applications bringing in Agility and operational efficiency.

banking firms can have higher levels of fault tolerance, data protection, and disaster recovery by offering high level of back-up and redundancy at a lower cost Ensuring business continuity by managing the technology

#### **What is the response of BFSI sector to combat this pandemic?**

- Designing and executing customer assistance programs should be the top priority for BFSI firms.
- Hybrid cloud will play a critical role, as the banking and financial sector has a significant emphasis on digital enablement to fuel their long-term growth.
- Shifting focus to the modernization of legacy systems will become prominent.
- BFSI firms would have to reconsider their products, positioning, and channeling approaches to meet the needs of mature customers.
- The BFSI institutions need to be mindful of different kinds of attacks and fraud, particularly when more workers operate from home and thereby open new vectors of threats.
- Digital transformation would be selective and not off the table.

For many financial services organizations, With the high demand for cloud-based application development tools and data analytics is increasing dramatically in the area, leading FSIs are striving to bring new technologies to the market and exploit the capabilities of artificial intelligence (AI), machine learning, and internet of things (IoT) technology. The market growth can be attributed to the increased usage of SaaS solutions as enterprises need to support remote workforce.

#### **How Hybrid Cloud solutions can enable banks achieve digital transformation?**

During times of crisis, business continuity and disaster recovery plans are the most important priorities to look over. HCL's hybrid cloud solutions have been designed and orchestrated in a way to provide agility, flexibility, and faster time to market for application and services, hence, enabling better customer engagement. It brings a stream of successful experiences of executing complex transformation programs including greenfield DC builds, migration to new data centers, and cloud service providers, using various levers of image-based migrations and data storage migrations, new builds, and platform transformation.

In a nutshell, the banking and financial enterprise can leverage the benefits of on-demand scalable infrastructure services , effective data and storage management, SDI-enabled private cloud

infrastructure in pay-per-use models, AI-driven cloud management and agile operations solutions that embrace their cloud adoption journey.

**To conclude**

The BFSI sector is likely to step away from conventional ways to adopting cutting-edge banking technology and pave the trail of digital transformation. By putting the customer at the core of their business strategy, banking and financial institutions can still find a way to add some stability to their businesses.

Going forward we could see the BFSI segment adopting more agile ways of working hence there should be a constant review of policies, practices, and controls updating the business continuity and disaster recovery plans and encouraging customers to use digital and other virtual channels wherever required. And finally, the BFSI segment should draw on the lessons from the COVID-19 pandemic and use them to embrace their digital transformation, while building a much higher degree of both operational and financial construct.

That's it for today.

Once again, this is NEHA GHILDIYAL and thank you for your

time. And before you go, do share your feedback

**Have a good day. Stay safe. Stay healthy.**