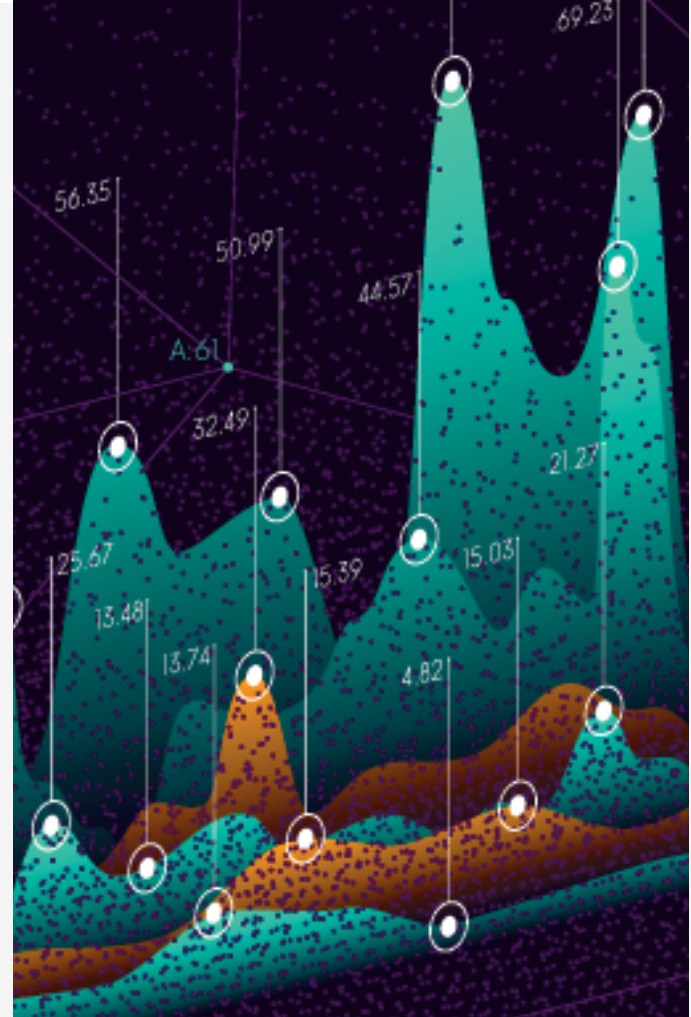
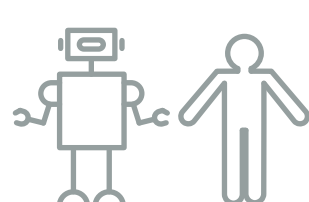


# The robots are here: how AI is reshaping financial services

Artificial Intelligence (AI) and Robotic Process Automation (RPA) are disrupting every industry and financial services is no exception. In a world of high customer expectations, regulatory pressure and fraud risk, banks are leveraging technology to solve their most complex problems.

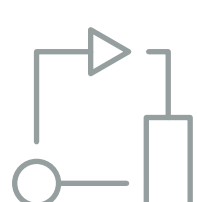


## How will AI and Automation transform financial services?



**69 %**

of organisations believe the term *workforce* will include human workers and intelligent machines



**25 %**

of job content is expected to be transformed by automation and robotics by 2020

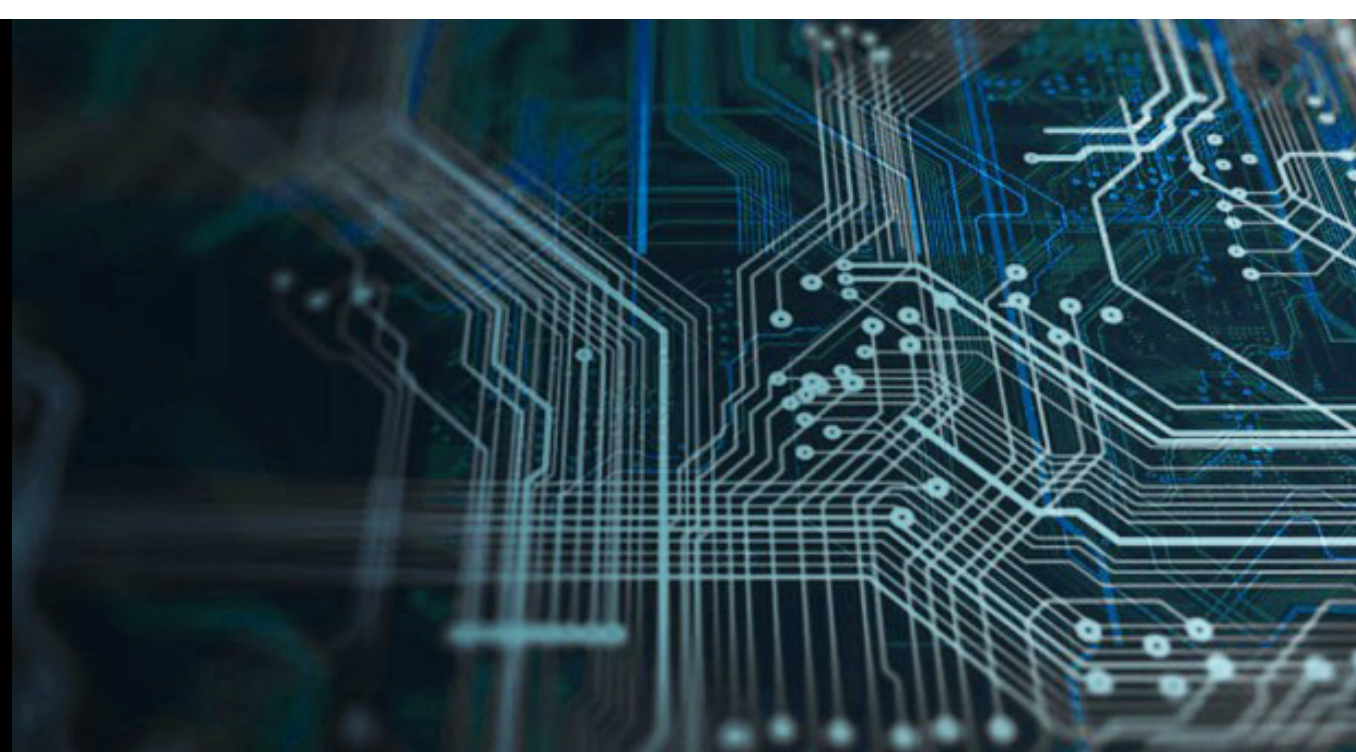


**47 - 52 %**

is a typical **cost/income ratio** for most retail banks. With RPA and AI, banks could aim for **25-37%**.

“I see AI as a way of amplifying the customer experience and the workforce... AI is pervasive across everything in the financial industry.”

Bhavesh Vaghela  
Mobile Product Manager TSB Bank



## More insights for banks from the IBM Automation and AI webinar



“If you can make a decision in less than a second, the technology with AI and Robotics now exist to automate that away. There’s a big change coming.”

Mike Hobday  
IBM VP and GM Automation Europe

“It’s not about selecting the latest shiny new toy... AI is one of the ways we harness, inform and guide our future decision-making.”

Ingrid Woodward  
Head of Claims Excellence, Zurich



## Is your organization ready for the future of financial services?

Watch the debate to learn from industry experts and shape your own AI and Automation strategy.

[Learn more about AI and Automation](#)

