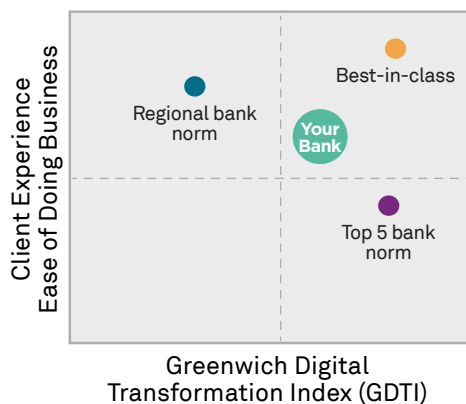


Digital Transformation Benchmarking

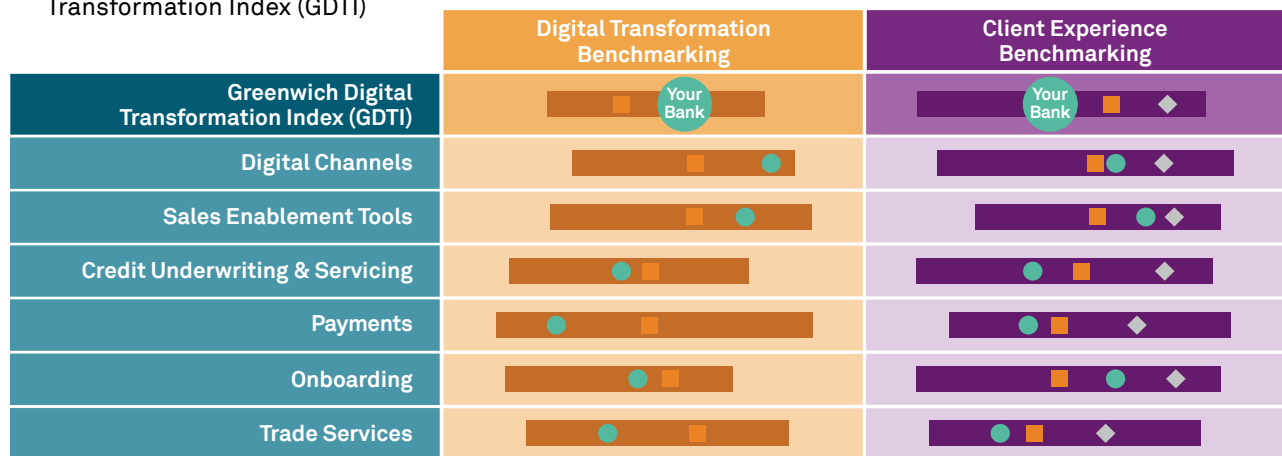
Our Digital Transformation Benchmarking solution helps management teams prioritize large, important and competing technology investment decisions and maximize ROI.

Digital Transformation Assessment



Do you have the information you need to decide:

- Is my Bank's pacing of investment on par with peers?
- Where are the largest capability gaps?
- Are investments delivering the client experience and cost efficiencies I want?
- How to prioritize investment spend to remain competitive vs. differentiate?
- Which fintech/3rd party vendor to partner with?



Range Peer group Top 5 mean Your Bank

Strategic Assessment

Overall Digital Transformation Assessment:

- Greenwich Digital Transformation Index across front, middle and back office
- Comparison to global **best-in-class** and peer group
- Overall **digital maturity pathway** and market trends
- Consultative discussions with bank Executive Team and key leaders

Individual Digital Workflow Assessments:

- **Modules include:** (1) Digital Channels, (2) Sales Enablement Tools, (3) Credit Underwriting & Servicing, (4) Payments, (5) Onboarding, and (6) Trade Services
- Digitization benchmarking for each module
- Comparison to peer group best-in-class
- Individual module maturity pathways and market trends
- Assessment of third-party digital solutions providers including prevalence and satisfaction rates among peers

Strategic Assessment

Digital Benchmarking of Technical Capabilities *Greenwich Digital Transformation Index*

Digital Channels	Sales Enablement Tools	Credit Underwriting & Servicing	Payments	Onboarding	Trade Services
<ul style="list-style-type: none"> ■ Design and usability ■ Product availability and functionality ■ Fraud prevention and monitoring ■ Integration between bank systems & products 	<ul style="list-style-type: none"> ■ Capabilities and inputs ■ Insights-based selling ■ Interactive client access to insights tools ■ Predictive analytics to inform pre-call planning ■ Company-level wallets 	<ul style="list-style-type: none"> ■ Efficient underwriting & decision-making ■ Platform used (nCino, AFS & customization) ■ Virtual closing & digital document generation ■ Augmented/automated monitoring & servicing 	<ul style="list-style-type: none"> ■ New client values & real-time payments ■ Predictive analytics, AI, ML ■ Hyper-customized client insights & recommendations ■ Real-time fraud detection 	<ul style="list-style-type: none"> ■ E-signatures ■ Digital document vault ■ Process transparency and self-service ■ Commercialization of onboarding process ■ End-to-end digital account opening 	<ul style="list-style-type: none"> ■ LoCs/Guarantees, Supply Chain Finance, Open Account, etc. ■ Data-driven Insights, Use of AI/ML & Predictive Analytics ■ Reporting/Alerts/Transparency ■ Integration ■ ESG/Sustainability Programs

Competitive Client Experience *Overall Ease of Doing Business*

Digital Channels	Sales Enablement Tools	Credit Underwriting & Servicing	Payments	Onboarding	Trade Services
<ul style="list-style-type: none"> ■ Design & navigation ■ Product & security capabilities ■ Integration 	<ul style="list-style-type: none"> ■ Coverage intensity ■ Advisory quality ■ Understanding of industry 	<ul style="list-style-type: none"> ■ Digitizing the credit process ■ Responsive to loan requests 	<ul style="list-style-type: none"> ■ Overall satisfaction ■ Enhanced reconciliation ■ Cyber and fraud protection ■ Innovation 	<ul style="list-style-type: none"> ■ Ease of product implementations ■ Ability to ease the KYC process 	<ul style="list-style-type: none"> ■ Digitized Supply Chain Solutions ■ International Network Capabilities and Product Integration ■ Trade Finance Advice ■ Effectiveness in Reducing Paperwork

Methodology and Design

Participation is easy and anonymous

- Participants spend 1.5 hours per module to complete a questionnaire and (in some cases) provide a brief demo
- Our analysts will guide respondents in completing the questionnaire
- All information provided by your Bank is anonymous
- Your Bank is not required to provide any client data

Get Started Today

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