Leveraging Technology to Unlock Wealth Management Success

- Abhra Roy

Inspiring Better Banking

100 countries | Over a billion people | 1.7 billion accounts

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Better Inspires Better

www.finacle.com

Key trends in the Indian Wealth Management market

Digital transformation can unlock multiple opportunities

Competitive market	The great Wealth transfer	Regulatory & Compliance changes	Democratization of Asset Classes	Market dynamics and competition
Quick adaption by Incumbents	A digital savvy generation	RegTech Tools for lower TCO	Re-platforming for scale	Agile and Composable solutions

A lucrative opportunity

Indian Wealth Management market to reach **US$464.5 billion by 2027*** |
The High net-worth individual (HNI) population is expected to grow by 75%*

*Source – INC42, Statista

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The 4 pillars enhancing seamless client experiences

Digital Advisory Tools
Superior Client interaction in the age of Collaboration

Smart Data, Smart Experiences
Harnessing data for Hyperpersonalized customer journeys

Modern Technology
Decoupled, Composable, Cloud Native

Transactions to Conversations
Conversational Investments

45%

Respondents believe Investment advisory is going to drive the next wave of Innovation
Source - BCG research

Hyperpersonalization and Better User Experience are the directions of the future
Source - Accenture research on Wealth Advisory Hyperpersonalization

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1 Digital Advisory tools for collaboration

Video calling

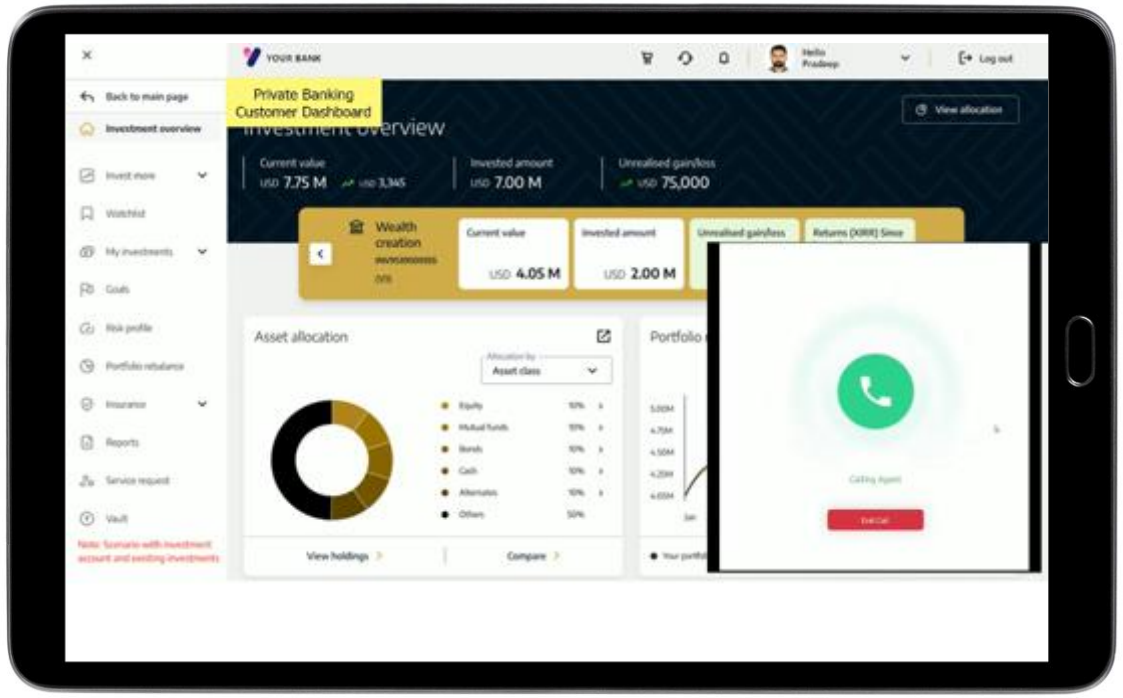
Co-Browsing

Live Chat

Online Doc exchange

Two Way Screen Sharing

Assisted Onboarding



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1 Digital Advisory tools for collaboration

Connect with RM

Co-browse, annotate and discuss

Customer, RM and Product SME

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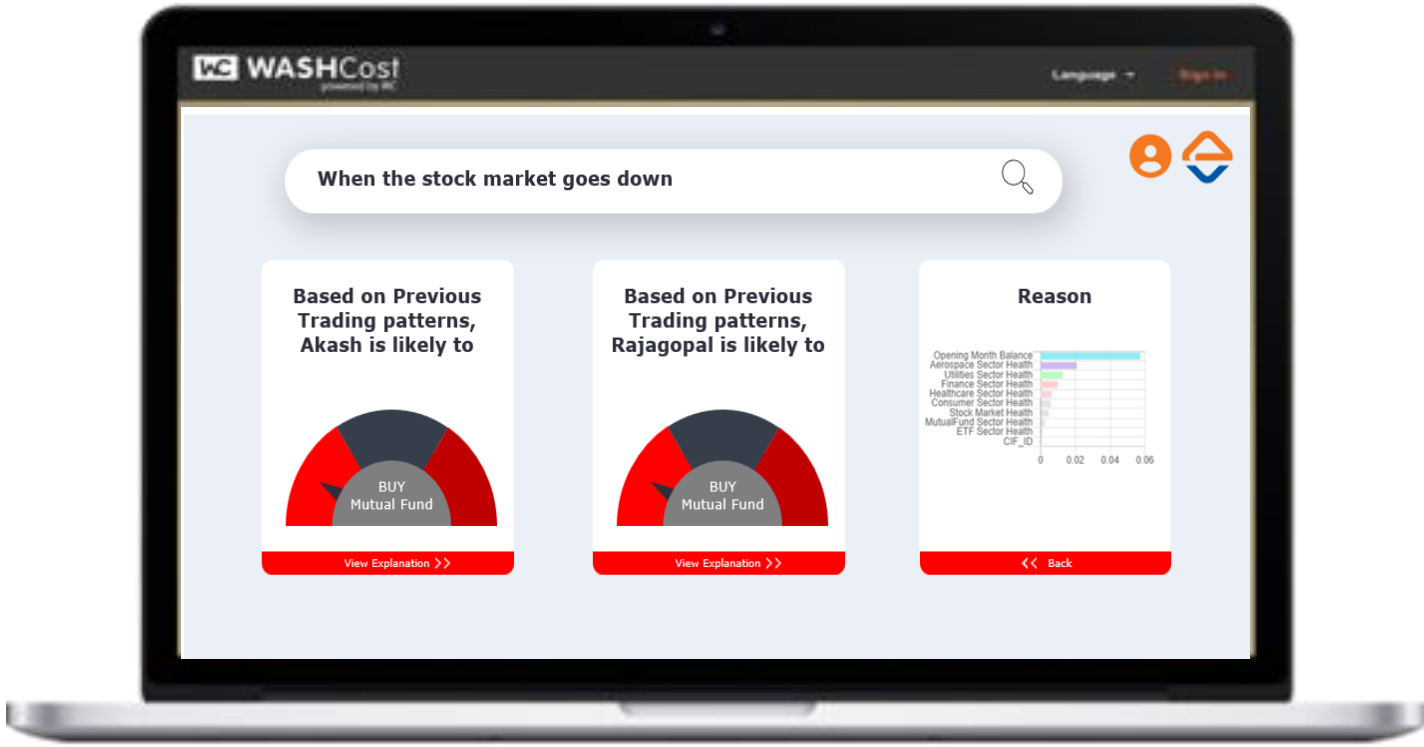
2 Hyper personalization in Wealth Management

It involves going beyond traditional demographic and psychographic segmentation and instead analyzing a vast array of data points leading to personalized recommendations

- Spending habits
- Social media activity
- Historical Transaction Patterns
- Lifestyle, Financial position
- Cash flows and Liquidity
- Individual Aspirations
- Individual Goals etc.



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2 Data collection and Data model creation

How many transactions in Equity and Debt
What is the ratio of buy to Buy and Sell transactions
What is the proportion of Leveraged transactions,
Investor Demographics – Address, Age, Dependents
What is the Potential income stream of the investor from Dividends, Maturities, Coupons in the next 6 months
What are the Liabilities of the investor e.g. loans.
What are the Fees and charges the investor has paid

The Current Portfolio Value

The Current Composition of Portfolio.

Historical Growth of portfolio value over the last 3 years

The Transaction Preferences of the investor

The Net Disposable income which he can invest

List of Transactions in Equity, Bonds, MF done by the investor date wise over a period of time

Underlying price data of Stocks, Bonds, MF

Required rate of return based on current investment value to fulfil his goals

Unstructured data

Collection of Investor details from the application like Hobbies, Interests	Collection of investor details like his work preferences and occupation	Collection of investor details which are relevant from other sources e.g social media	Collection of Investor details based on the previous conversation with the investor.

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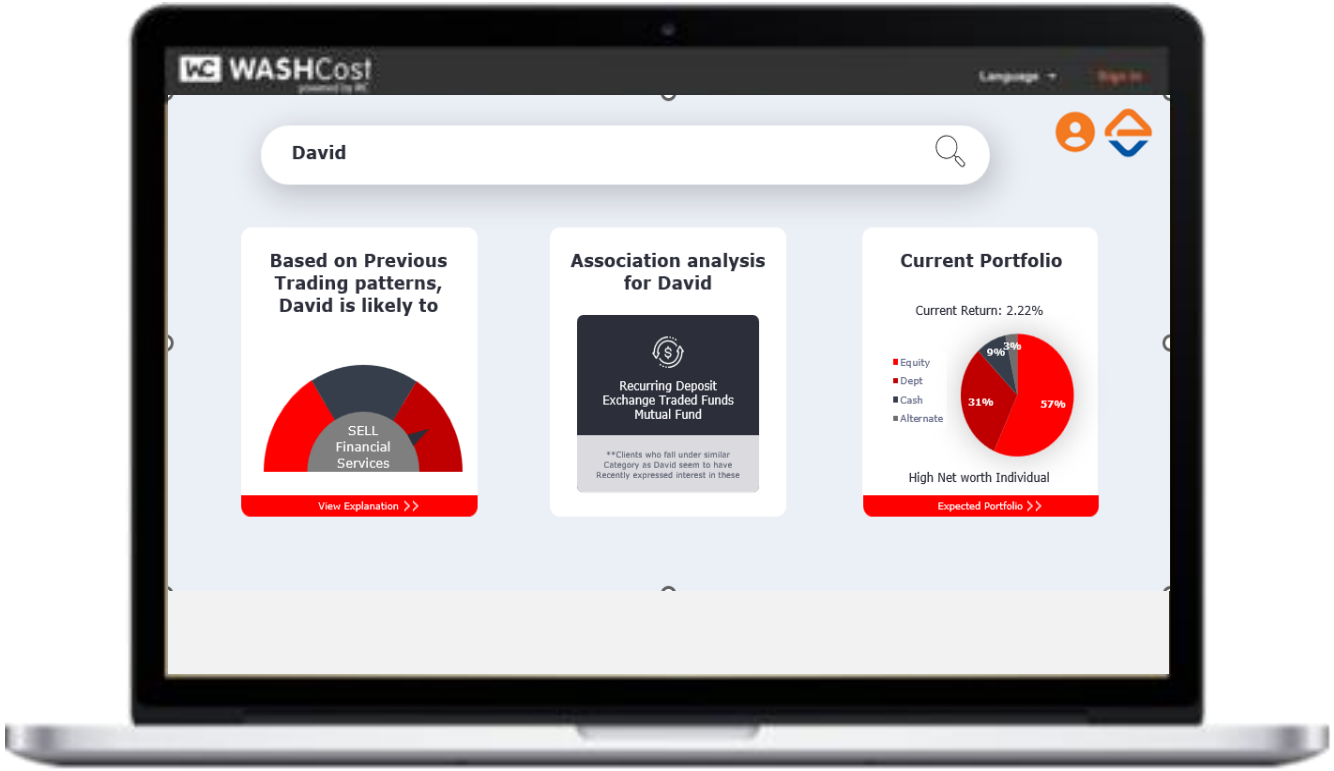
2 Hyper personalization in Wealth Management

Delivered through seamless Interactions across multiple channels

Advantages/Benefits

- Enhanced Customer Experience
- Improved Engagement
- High Conversion Rates
- Better Financial Decision Making
- Increased Trust
- Optimized Portfolio Management
- Data Driven Insights
- Efficiency and Automation



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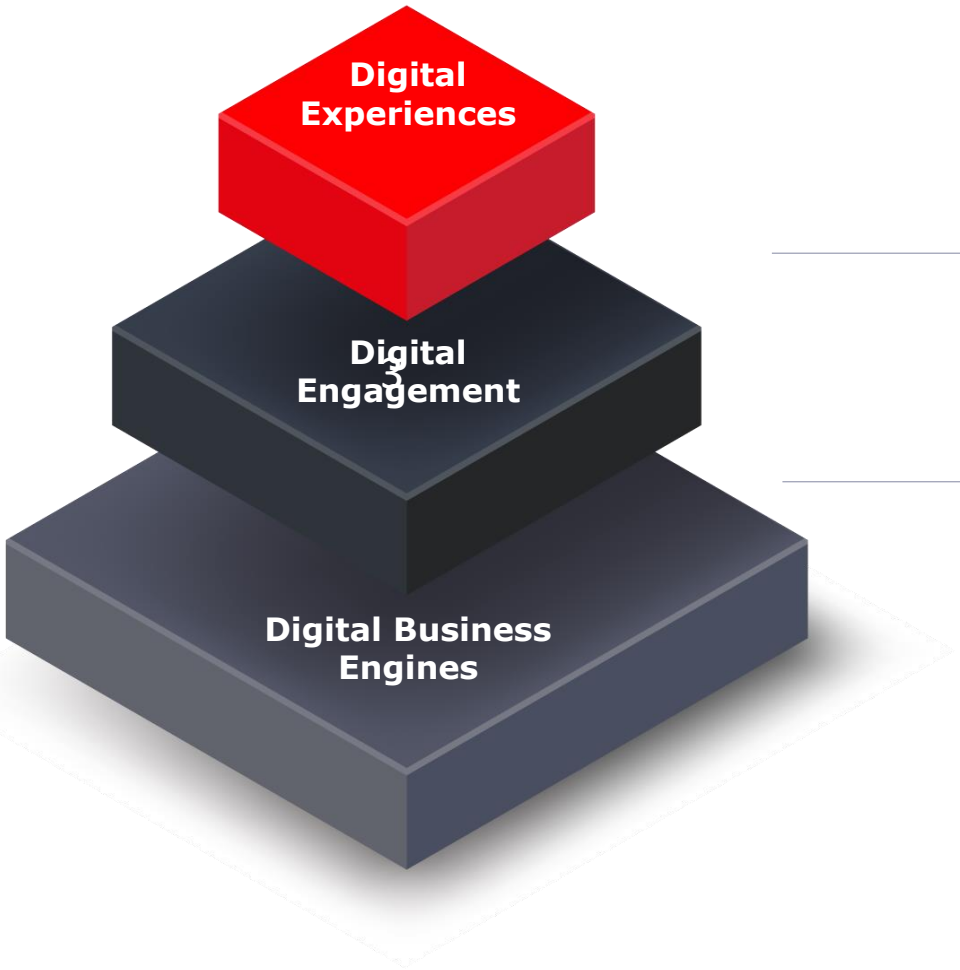
3 Decoupled Architecture for comprehensive digitization

Cloud native Solutions



Experience Layer
Online | Mobile

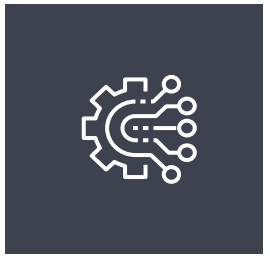
Orchestration Layer
Digital Engagement Hub

Business Engine
Wealth Management | Customer Data Hub | GL

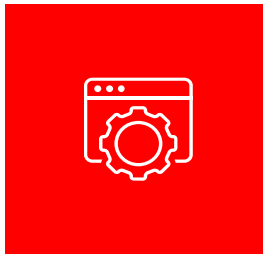
Embedded AI & Automation

3 Composable Architecture for comprehensive digitization

Cloud-native

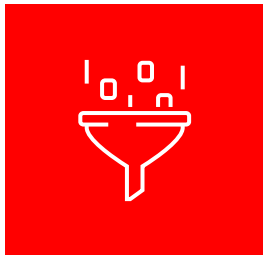


Self Contained Components

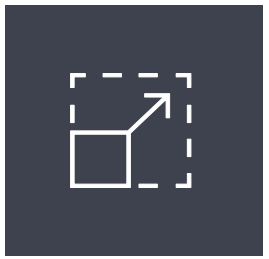


Open APIs

Event Driven

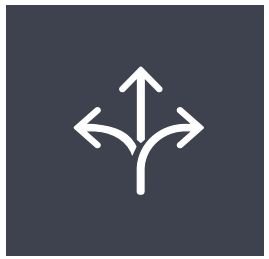


Data lake and embedded analytics



Scalability, and performance

Robust security



Configurability and extensibility

Continuous deployment

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4 Conversational Investments: Transforming client relationships

Shift from Transactions to Conversations:

- Traditional investment interactions were transactional.
- Conversational investments focus on ongoing dialogue and engagement.

Personalized Engagement:

- Conversations build trust and understanding between advisors and clients.

Technology Integration:

- Chatbots and virtual assistants provide 24/7 accessibility for clients.

Collaborative Decision-Making:

- Conversations involve clients in investment decisions.
- Informed discussions empower clients to make better investment choice

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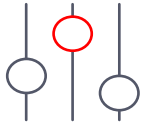
Finacle Wealth Management

Finacle Wealth Management Solution

All in one solution for investors and their advisors.



Full spectrum of asset-classes

Supports 12 asset-classes including the basic (equity, MF, insurance) and advanced products (PE, Structured products, Products & Derivatives)

Front-to-back investment platform

Seamless integration of all tasks such as goal planning, portfolio monitoring, rebalancing, order management, commission and fee calculation.

Modular solution

Works with Finacle and other 3rd party Core Banking and Channel applications

30+
Global Installations

17
Countries

Spanning universal banks, private banks, and wealth management specialists

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Accelerating Digital Wealth management with Finacle

Success stories across regions, sizes and institution types

Axis Bank, a leading private sector bank in India with over $35Bn. in assets under management, leverages Finacle to power its wealth management business.

HDFC Bank, One of India's largest private banks with a customer base of over 68Mn. leverages Finacle to transform its wealth operations for its private banking clients across 4 countries

Emirates NBD, a leading financial institution in UAE leverages Finacle to transform the bancassurance operations to support distribution for 15+ Insurance providers with an End-to-End Customer Sales Journey.

DBS Bank, one of Asia's leading bank leverages Finacle to customize product portfolio & rollout across six strategic markets.

ICICI Bank One of India's largest private banks has embarked on a transformation journey with the Finacle for their Domestic and International Wealth business

UBS, one of the largest private bank leverages Finacle (in China) to deliver personalized products and advisory services to their high-net-worth customers.

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Thank You…

Meet the Finacle team at the booth…

Why we exist

To inspire better banking so that billions of people and businesses can save, pay, borrow, and invest better.

How we do it

Our solutions and people help banks to engage, innovate, operate and transform better, so that they can improve their customers' financial lives, better.

What we offer

A comprehensive suite of industry-leading digital banking solutions and SaaS services that help banks engage, innovate, operate and transform better.

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