Role of Technology in Wealth Management







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TECHNOLOGY





Improving digital experience for the customer

Account Opening Revamp | Revamped Reporting Interfaces |
Private Wealth Mobile App



Improving digital experience for FA/CXOs

Automated QRCs | Transaction Processing



Enhancing experience for Operations

Automated Reconciliation Processes | Back-office revamp

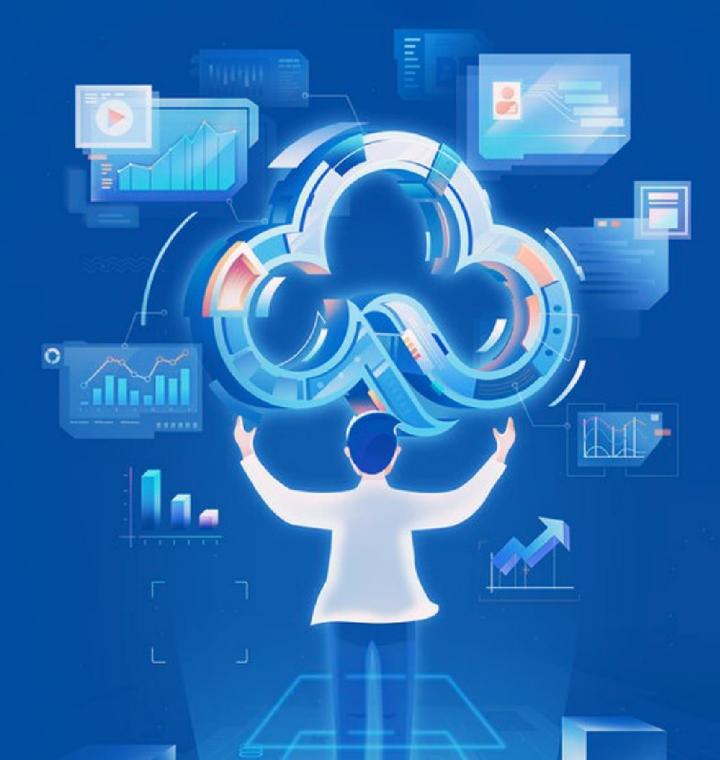




Digital Experience for Customer



- Client first approach
- Best in class & cloud-powered solutions
- 85% accounts opened within TAT. TAT reduced from 72hrs to 24hrs.
- Best in class App for UHNI Edelweiss Private Wealth
 App personal yet professional touch with the RM/CXO





Digital experience for FA/CXOs

Automated delivery of service requests:
 Statistics: 94% of 2200 service requests like portfolio statements, bank statements etc leading to time saving of over 2 FTEs

Transaction processing systems:
 Statistics: Executed 30,000 transaction with gross value of INR 4500 Cr+





Digital experience for Employee

 Robotic process Automation led to increased scale of operations:

Statistics: Back-end processes automated 70%;

aim to reach 85% by end of the year

• Re-platforming:

Statistics: Capability to handle over 10x volumes





Mega Trends



Block Chain

 Blockchain in banking and financial services market size is expected to grow from \$1.17 billion in 2021 to \$12.39 billion in 2026 at a CAGR of 60%**

Simplify, rationalise and refine back-end processes

 Possibility of same day or even real time settlement of stocks traded on exchanges.





Mega Trends



Meta Verse & Hyper-personalization:

- To be driven by data, analytics, AI & Automation
- Financial services firms outpaced other sectors in their prioritisation of Al and Machine Learning (ML) by 36 percent more*
- Use of AR/VR to address customer specific needs >>
 Investment needs, Regional Language, Specific
 likes/dislikes etc





Mega Trends

Internet of Things(IOT)

- 360 connect through Internet of Things (IOT) –
 clients will be everywhere and will expect their
 Wealth Managers to be there as well.
- Ability to manage multiple devices that one uses, using just a single, like phone.
- Getting financial data or giving instructions in future on the go, using IOT, like Alexa enabled services





Thank you

