

# Potentially Disruptive Technologies in Wealth Management

Workshop: Assessing the impact of new technologies in Wealth Management

**Julian Webb**  
**Head of Data Management and Analytics**  
**DST Global Solutions**



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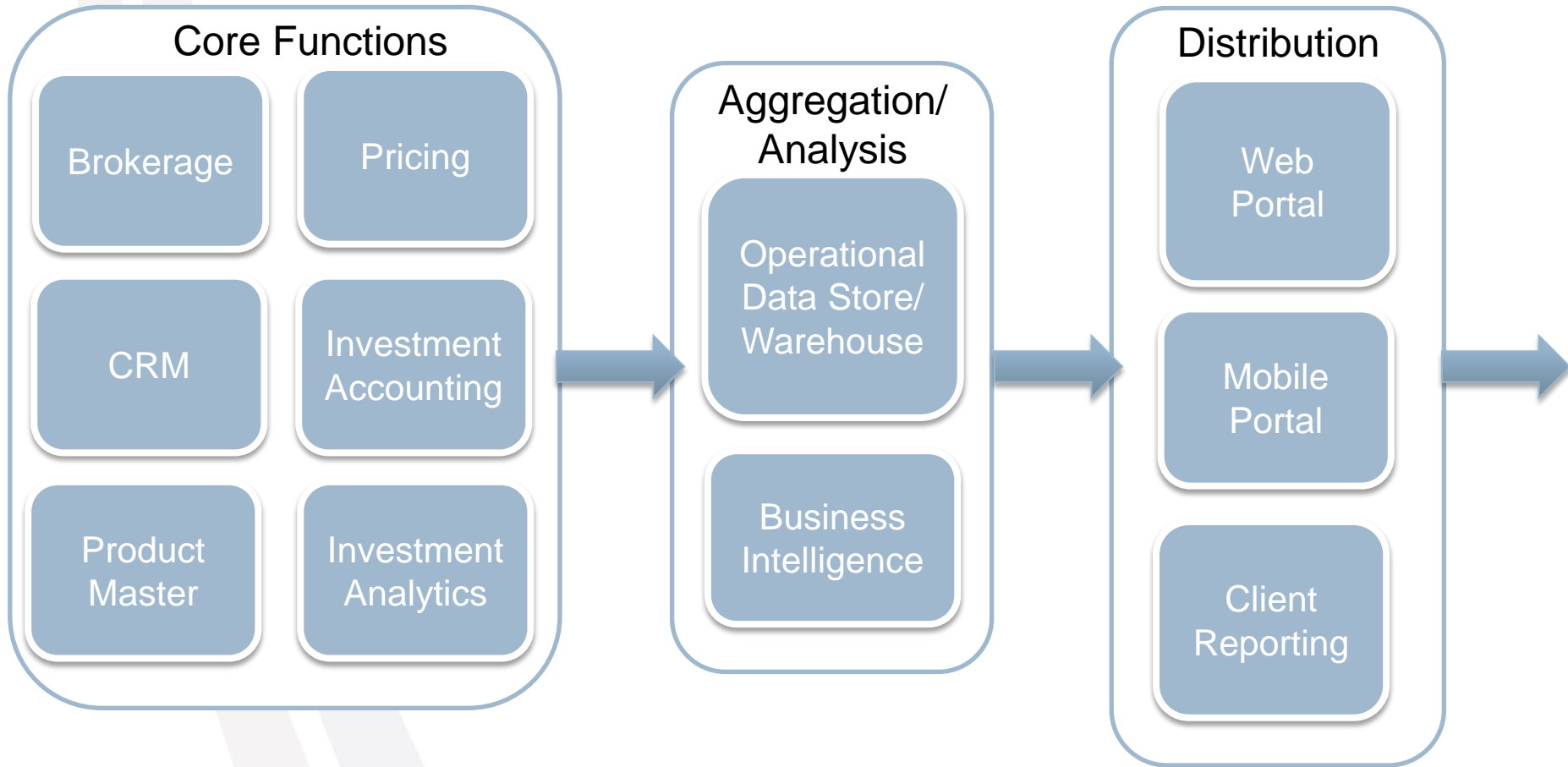
# Agenda

- Introduction
  - About DST Global Solutions
  - About me: Julian Webb
- Agenda
  - Key business challenges in wealth management
  - The wealth data/technology landscape today
  - Technology Constraints
  - Potential Disruptive Technologies
  - Audience Polling
  - Panel Discussion and Audience Questions
    - Discuss your business challenges, technology constraints and how technology could help

# Key Business Challenges in Wealth Management

- Attract and retain clients through improved client service
  - Support for new channels – online and mobile
  - Provide richer information – real time, analytics, decision support tools
  - Support client self service and “push” of information and advice
- Grow revenue per client
  - Identify cross-sell and up-sell opportunities
  - Launch new products
  - Delivery of targeted, timely and actionable advice
- Improve cost efficiency
  - Reduce TCO of technology infrastructure; switch from capex to opex
  - Increase client to adviser ratio
- Maintain regulatory compliance

# Wealth Technology Landscape Today



# Technology Constraints

- Attract and retain clients through improved client service
  - Poor online and mobile user experience
  - Lack of real-time, event driven infrastructure
- Grow revenue per client
  - No single repository of data, lack of analytic tools
  - Inability to handle data volumes
- Improve cost efficiency
  - High costs of maintaining legacy infrastructure
  - Multiple systems to support different client segments
- Maintain regulatory compliance
  - No single, complete repository of data
  - Security challenges supporting new channels

# Potentially Disruptive Technologies

- Big Data
  - Technologies to store and analyse very large datasets.
- Cloud Computing
  - Use of hardware and software computing resources delivered as a service over the internet or other network.
- Social Media
  - Facebook, Twitter, LinkedIn
- Mobile
  - Smartphones, Tablets
- Anything else?
  - real time technologies; new computing devices (TVs, wearable); data management techniques (master data, integration frameworks);....

# Audience Polling

1. How do you rate your organisation's online and mobile user experience?

A) Poor

B) Adequate

C) Excellent

# Audience Polling

2. How do you rate your organisation's usage of real-time data?

A) Poor

B) Adequate

C) Excellent



# Audience Polling

3. Do you have a single repository of data off which to do client reporting and analytics?

A) Yes

B) No

# Audience Polling

4. Does your organisation have the ability to handle the ever growing complexity and volume of data?

A) Yes

B) No

# Audience Polling

5. Is your organisation investing in technology infrastructure as a key component of growing your wealth management business?

A) Yes

B) No

# Audience Polling

6. Is your organisation investing in strategies to handle “big data”?

A) Yes

B) No

# Audience Polling

7. Is your organisation using cloud computing technologies?

A) Yes

B) No

# Audience Polling

8. Is your organisation utilising social media channels to communicate with customers?

A) Yes

B) No

# Audience Polling

9. Is your organisation utilising mobile channels to distribute investment data to customers?

A) Yes

B) No

# Panel Questions

- How might this technology help us to address a specific business challenges? What barriers exist to the introduction of these technologies?
- What is the current state of general adoption and the state of Wealth Management adoption of the technology? Have you adopted this technology or plan to in the short/medium term?
- Will clients simply demand the use of the technology as part of their service?
- What effect if any will this have on the business model of a Wealth Management enterprise?
- Does this technology have the potential to fundamentally disrupt the wealth management industry or simply evolve and improve the existing model?



# Audience Polling Results

Question	Response		
Online/mobile experience	Poor 10 %	Adequate 90%	Excellent 0%
Usage of real-time data	Poor 5%	Adequate 90 %	Excellent 5%
Single repository	Yes 10%	No 90%	
Complexity/volume of data	Yes 10%	No 90%	
Investing in technology	Yes 50%	No 50%	
Big data	Yes 20%	No 80%	
Cloud computing	Yes 0%	No 100%	
Social media	Yes 30%	No 70%	
Mobile channels	Yes 30%	No 70%	

# Q&A



## Anova for Wealth Managers

- **Operational data hub** that works at the core of a wealth manager's operations
- **Highly scalable** supporting millions of customers and very high transaction volumes
- **Analytics** for improved client services and to identify cross-selling opportunities
- Supports real-time 24x7 operations

**Anova: Acquire, Aggregate, Enrich, Distribute**

