TIPS FOR TODAY’S FINANCIAL INSTITUTIONS

IT’S TIME TO REBOOT YOUR TECHNOLOGY PRIORITIES

78% provide reliable performance, especially during periods of high demand.

76% keep pace with customer’s increasing performance expectations.

72% eliminate uncertainty in today’s ever-evolving threat landscape.

TOP 3 PRIORITIES FOR IMPROVING ONLINE AND MOBILE OPERATIONS

SECURITY
RELIABILITY
SPEED

34% say web performance is the #1 issue affecting customer complaints.

Can your infrastructure promise great online experiences that appear effortless, even during peak traffic periods?

BEST PRACTICE: Financial institutions need a cloud-based security solution that automatically distributes and mitigates security threats.

BEST PRACTICE: Financial institutions can realize the cost advantages of agility, efficiency and scalability of scale and expand on-demand without building out expensive infrastructure.

BEST PRACTICE: A cloud-based, global, symmetrical architecture provides customers fast, personalized and always available web experiences, even during peak traffic periods.

COMPETING IN THE DIGITAL AGE

78 operations and technology executives at leading financial institutions share priorities and concerns for growth and performance in today’s hyperconnected world.

TOP 3 AREAS FINANCIAL INSTITUTIONS EXPERIENCE CUSTOMER COMPLAINTS

IT'S TIME TO REBOOT YOUR TECHNOLOGY PRIORITIES

ROLE OF THE BOARD

SECURITY
RELIABILITY
SPEED

36% mobile performance
38% website performance
34% mobile performance

31% of respondents say web performance is the #1 issue affecting customer complaints.

Can your infrastructure promise great online experiences that appear effortless, even during traffic peaks?

31% of respondents say customers are unsure if they can protect against SQL injection.

24% of respondents doubt their ability to protect against DDoS attacks.

Are you prepared to face a range of cyber adversaries?

Analyzing the cost and complexity of delivering engaging customer experiences on any device, on any network, anywhere.

49% say the top improvement needed to meet business expectations is reducing the complexity and cost of infrastructure.

How are you reducing the complexity and cost of delivering engaging customer experiences on any device, on any network, anywhere?

36% of respondents say they are uncertain if they are protected against cross-site scripting.

27% of respondents are unsure they could protect against DNS forgery.

34% of respondents doubt their ability to protect against DDoS attacks.

Building trust by addressing security concerns to protect data where attackers originate, thus ensuring that customers will continue to use your digital platforms, rather than revert to more expensive, offline channels.

1 MOBILE PERFORMANCE
2 WEBSITE PERFORMANCE
3 IN REMOTE LOCATIONS

THREE KEYS TO SUCCESS FOR FINANCIAL SERVICES INSTITUTIONS

1. Redefining trust with multi-factor authentication and data protection.
3. Building trust by addressing security concerns to protect data where attackers originate, thus ensuring that customers will continue to use your digital platforms, rather than revert to more expensive, offline channels.