

Ensuring Successful IT Transformations in 2020 and Beyond

September 28, 2020

Executive Summary:

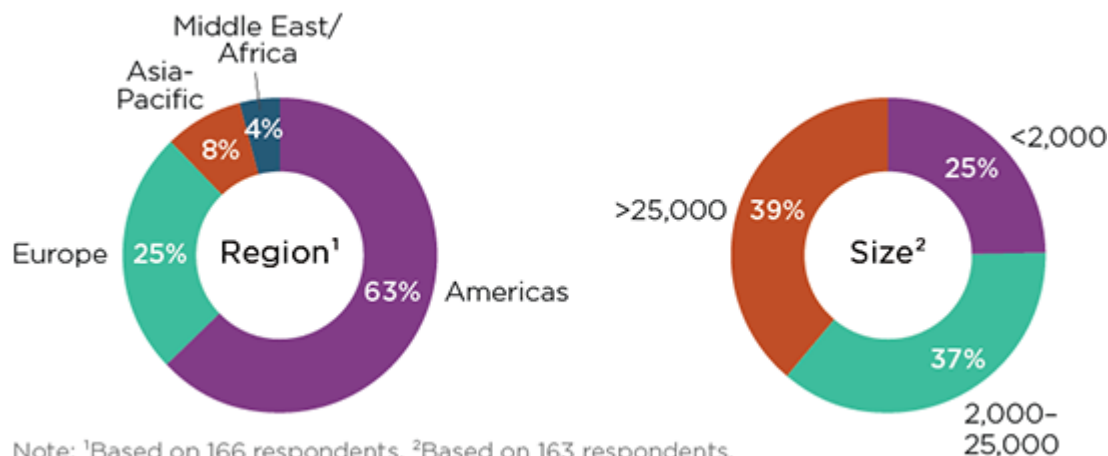


While once a means primarily to improve efficiency, organizations are now leveraging technology to find innovative ways to drive improvements in both the top and bottom lines. Whether utilizing or taking advantage of cloud technology, artificial intelligence (AI) or process automation, financial services firms are embracing innovation to propel their organizations into the new decade. In order to understand what has made IT transformations in the financial services industry successful, Greenwich Associates gathered detailed feedback from over 160 technology professionals in the industry about key success drivers, methodologies, delivery preferences, and vendor selection criteria.

Methodology:

Between October and December 2019, Greenwich Associates interviewed 160 technology professionals in financial services companies. Questions covered a range of topics, including key success drivers, methodologies, delivery preferences, and vendor selection criteria.

RESPONDENTS



Note: ¹Based on 166 respondents. ²Based on 163 respondents.
Source: Greenwich Associates 2020 Successful IT Transformations Study

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