

The Future of Work for Banking



It's time to think big. Now is the time to develop flexible, agile strategies aligned to big bets to accelerate your organization's future and compete in the new normal. How banks navigate the pandemic and subsequent changes to work will determine how they will operate in the future.

What is changing?

Banks have had to quickly rethink workflows, workplaces and technological constraints to stay connected, productive and relevant. Our banking clients have been reacting rapidly to impacts with both shorter and longer-term strategies addressing their biggest concern areas. While branches are not going away completely, many banks are rethinking their branch strategy and are looking at how to best nurture customer relationships, whether that is in-person or digitally. Banks are also exploring digital tools and collaboration to enable their employees to work remotely. However, banks must still address the cultural and organizational changes needed to sustain this shift to the future of work.

What does the future of work look like?

We see the future of work in banking as the enablement of people, processes and technology to achieve highly productive operations through digital channels, all while putting the customer experience at the forefront. Navigating a rapid move to the future of work with agility and speed is critical for the banking industry to continue its operations and projects through adverse conditions.

Reimagining the future of work for banking should involve:

- Technology enabling connection
- Seamless, integrated employee and customer experiences
- Workforce and AI in partnership
- Mobilized resources at speed and scale
- Enterprise culture of continuous improvement
- Optimized operations



The time is now to shape the future of work

- Enabling people, processes, and technology to achieve highly productive and resilient operations
- Serving customers through digital channels
- Navigating a rapid move to the future of work with agility and speed is critical

Opportunities for banks

Banking institutions are poised to get ahead of this rapid transition and proactively prepare for workplace changes expected across three fundamental areas:

- **Changing workforce** – The reorganization, required capabilities and upskilling of the workforce to enable agile teams, better collaboration and increased productivity from anytime, anywhere.
- **Accelerated automation and working processes** – Accelerating the creation and adoption of artificial intelligence, automation tools and changed processes to support the new business operations and customer expectations.
- **Fundamental technologies** – Upgrading and enhancing legacy policies, collaboration tools and technology in order to enable rapid and effective working environments, including cyber security and cloud infrastructure.

Reshape your organization's future

As organizations begin to rebound from the challenges brought on by the pandemic, many are taking the opportunity to re-evaluate their IT workforce strategy. We offer an assessment providing clients with insights and recommendations to ensure their workforce can support current and future requirements. Our approach produces actionable results through human-centered design (HCD) techniques that engage key resources to quickly gather, assimilate and report out in a prioritized action plan.

Experience to help you thrive in the new normal

Banks are increasingly relying on CGI to help them prepare for a digital-first future. Through innovation and service excellence, CGI transforms legacy technologies and operations to deliver new capabilities and revenue-generating programs. In addition, our work identifies and frees up crucial resources and funds needed to successfully execute transformative projects, ensuring market growth for clients as they take the lead in new digital territories.

CGI has more than four decades of experience and a successful delivery track record across the retail banking, corporate and transaction banking, and capital markets sectors. We offer a full spectrum of services and solutions, a proven global delivery model, and a strong commitment to quality with exceptional delivery capabilities.

Learn more about our point of view on the future of work in our [executive insight brief](#).

About CGI

Insights you can act on.

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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