

# Fintech and the Future of Operations



## RPA: A proven winner



are currently using Robotic Process Automation.

### TOP USE CASES

Transaction Processing  
Data Extraction and Aggregation  
Smart Workflows and Action Alerts

### ADVANTAGES

Improve KPIs  
Automate manual workflows  
Focus staff on higher value tasks  
Increase time spent with clients

*“We run a robot to log onto custodial sites, download files and save them in a drive. That used to be a manual process from FTP sites.”*

— Joe Haddock  
Managing Director  
Annaly Capital Management, Inc.

## AI: Building trust



Can Artificial Intelligence truly replace human judgement

Some SIFMA members wonder, but results from recent tests are encouraging.

### TOP USE CASES

Market Surveillance  
AML Compliance  
KYC Compliance

### ADVANTAGES

Increase efficiency  
Accelerate client onboarding  
Reduce errors  
Focus staff on exception resolution

*“We’re using rudimentary AI—machine learning—to automate and accelerate some of the underlying processes of client onboarding... this will allow our people to spend more time analyzing complex regulations in the AML/KYC space.”*

— Uday Kiran Bolusani  
Vice President  
Fidelity Investments

## DLT: A case for mutualization



have tried Distributed Ledger Technologies (like blockchain), but it’s still challenging to make a business case.

### TOP USE CASES

Clearing and Settlement  
Bilateral Repo  
Underpinning Repurchase Rates

### ADVANTAGES

Improve Processes  
Expedite Settlement  
Overcome Disparate Data

*“It’s an industry model where the more people that come into it, the better it works. When you think about the broad portfolio of applications we all have, there’s a strong case for mutualization.”*

— Tim Gokey  
Chief Executive Officer  
Broadridge

## Common ground: The need to rethink staffing



expect that half of their workforce will need retraining or replacing within five years.

Operations executives agree that hiring strategies need to change to confront these disruptive technologies.

- There’s a need for people who understand both technology and the asset management business.
- Companies implementing new technology are likely to hire people with specific experience in those stacks.



**Fintech, if correctly deployed, is a proven alpha-generator.**

Read the full white paper.

Future of Operations: Finding a Home for Fintech

[Download our white paper today.](#)

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