

# Build a smarter back office with Red Hat

Automate processes for better customer experiences

## The challenge:

### Operational efficiency

According to Celent, a financial services research firm, banking organizations struggle with inefficient and inflexible systems.<sup>1</sup> Traditional strategies for digital technology transformation have become outdated, costing banks more time and money.



70% of IT budgets are spent on maintenance, hardware, and software.<sup>1</sup>



2/3 of financial institutions miss their original target deployment dates.<sup>1</sup>



10 weeks is the average time to deliver a new or expanded service from time of request.<sup>1</sup>

## The solution:

### Connect and transform

Building smarter back-office operations requires changes in four key technology transformation areas:

1

#### Smarter transactions

Facilitate smart business process automation based on activity.



Embed artificial intelligence (AI) and machine learning (ML).

2

#### Microservices

Improve software delivery agility and reuse.



Easily update with integrated front-office and back-office operations.

3

#### Cloud deployment

Containerize your environment for application advantages.



Reduce cost and effort of infrastructure and operational management.

4

#### Process automation

Support process streaming and automation with connection points.



Use rules-driven process automation to take desired action.

## The result:

### Better operational efficiency

Smart back-office operations create a financial institution that is streamlined, connected, automated, and open.



#### Streamlined

Reduce complexity with streamlined technology, processing, and business operation models.



#### Automated

Use process automation and machine learning for more efficient communication.



#### Connected

Connect application programming interfaces (APIs) for better cross-application communication and integration.



#### Open

Apply open principles to remove the friction between the front and back office.

## It's not all about the technology—other changes are needed too.



Create an open culture based on community, transparency, and data.



Bring in the right talent to fulfill the strategy.



Implement operating models that support the core business.

“Our Red Hat® technology will help facilitate innovation at BBVA and accelerate the transformation of processes to be more digital, more automatic, more convenient for customers, and definitely more efficient.”<sup>2</sup>

Raquel Martin  
Global Head of Business Process Architecture & AI Technology, BBVA

## The future of banking institutions

- ▶ Easy communication across different channels
- ▶ Frequent, quick product launches
- ▶ A central role in banking and payments
- ▶ Flexible back-office platforms
- ▶ Big data, AI, and scalability in the cloud for more efficient banking
- ▶ Modern tools for a smarter back office

To learn more about Red Hat's financial services offerings, visit [redhat.com/fsi](https://redhat.com/fsi).

[Read the full Celent report](#)