

# A ROADMAP FOR BUILDING A BETTER BANKING ECOSYSTEM

From customer onboarding and communications to online and mobile banking, technology is integral to banking operations.

But technology is only as good as the connectivity that supports it. As banks build their digital infrastructure, they also need to modernize their network infrastructure to deliver engaging customer experiences, optimize the employee experience, and boost their agility.

Here's how modern network connectivity can build a better banking ecosystem.

## Why Network Modernization Now?

**Omnichannel is the way of the future:**

**60%**

of millennials have increased their use of online and mobile banking

**50%**

of affluent consumers have done the same.<sup>1</sup>

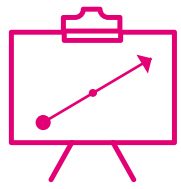
**Banks face a changing landscape and new business demands:**

- Before the pandemic, only **29%** of financial services companies had at least **60%** of their workforce working remotely at least one day a week.
- Today, that figure has jumped to **69%** of companies.<sup>2</sup>
- Remote work is here to stay, and banks need to be ready for it.

**Effective security requires modernization**



Banks are now high-priority targets for hackers.



In the first half of 2021 alone, ransomware attacks on banks increased 1,318%<sup>3</sup>

Given all these headwinds, banks must build their network capabilities to increase their resilience and better serve customers.



## The Technologies That Will Drive Network Transformation

The right partnership can accelerate transformation for banks, but only 16% of financial institutions say their core vendors have meaningfully contributed to their transformation efforts.<sup>4</sup>

T-Mobile offers several powerful capabilities to drive network transformation in banking:

- 5G** Ultra Capacity 5G deployed to over 210 million people
- Expanded mid-band capacity for greater speed and bandwidth
- Wireline connections for scalable point-to-point connectivity
- Multi-access edge computing (MEC) for faster data processing
- Private networks for greater security and reliability
- Software-defined networks (SD-WAN) for improved network performance

## Modernizing the Banking Ecosystem

Modern network connectivity can support several use cases for consumer, commercial, private, and investment banks:



### Consumer Banks:

- Omnichannel customer experiences
- Touchless, digital interactions
- Customer personalization
- Mobile branches and virtual tellers



### Commercial Banks:

- Real-time data access
- Customer personalization
- Streamlined customer onboarding
- AR and VR-driven employee training
- Remote workforce needs
- Secure, optimized internal and external communications



### Private Banks:

- Real-time data access
- Customer personalization
- Workforce automation
- Enhanced advisor effectiveness
- Stronger security and compliance



### Investment Banks:

- Automate and scale audit activities
- Efficient, secure data integration
- Machine-to-machine communications for high-frequency trading
- Secure messaging, voice calling, archiving and recording

## The Value of a Strategic Partner: Why T-Mobile

T-Mobile can be an invaluable strategic partner for banks. Along with our powerful technology capabilities, we offer:



**Unrivaled industry expertise:** Our industry segment advisors have years of relevant experience.



**Collaborative mindset:** We work hand-in-hand with internal teams to develop customized solutions tailored to your unique needs.



**Thriving partnership ecosystem:** We collaborate with industry partners to deliver holistic network, software and hardware solutions.



**A true partnership:** We're not just a facilitator — but an orchestrator that can build your network infrastructure for the future.

Sources:

<sup>1</sup> "60 Pct of Millennials Increased Online, Mobile Banking Activity" - PYMNTS.com

<sup>2</sup> "Financial Services Firms Look to a Future That Balances Remote and In-Office Work" - PwC

<sup>3</sup> "Attacks Surge in 1H 2021 as Trend Micro Blocks 41 Billion Cyber Threats" - Trend Micro

<sup>4</sup> "The End of Digital Transformation in Banking" - Forbes

Is your organization currently undergoing legacy system modernization?  
Have you invested in new digital technologies, but need help building the right network infrastructure to support them?

Are you ready to transform your network and build a better banking ecosystem?  
If you answered yes to those questions, contact us to learn more about T-Mobile for Business financial services solutions. [Visit our website](#) or chat with us at 844-983-2351.

5G: Capable device required; coverage not available in some areas. Some uses may require certain plan or feature; see [T-Mobile.com](#).

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