## A New Normal in Banking and Finance:

Exploring
Human-Centric
Transformation



Look for simple

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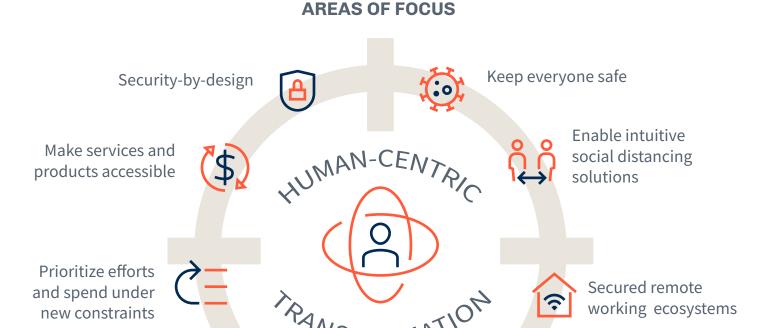
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## A COMPANION INFOGRAPHIC TO A PODCAST SERIES

The bank and finance industry can most effectively accelerate transformation with a human-centric approach.

Bâton Global and Trility Consulting® teamed up to discuss how data and technology supports the transition towards a distributed workforce in a series of podcasts, particularly during and post- COVID-19. As a companion piece to the podcast series, this INFOGRAPHIC summarizes discussions of the strategies and tactic organizations can consider when responding to the industry headwinds and pressures – including those amplified or created by the pandemic.

Join **Kavi Chawla, Wade Britt,** and **Matthew D. Edwards** as they discuss how this industry can address transformation aimed at simplifying and automating processes for team members, stakeholders, and ultimately customers by protecting their most valuable asset – people.



Create seamless, frictionless customer experience workflows

Convert to dynamic

and health checks

goal-setting, progress

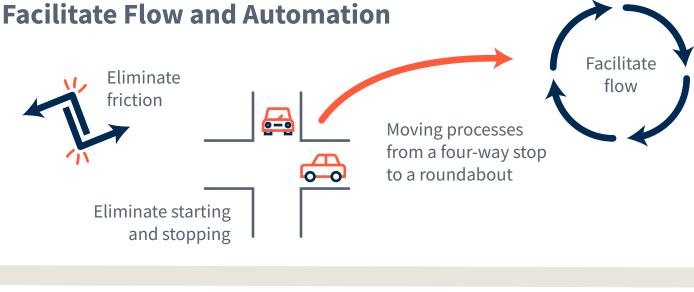
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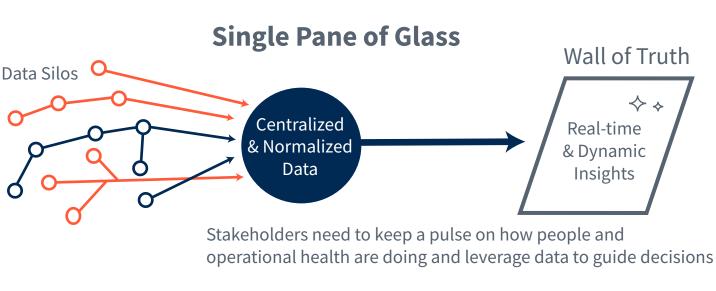
The first podcast discusses how organizations can explore these aspects when pursuing transformation that changes the way they do business.

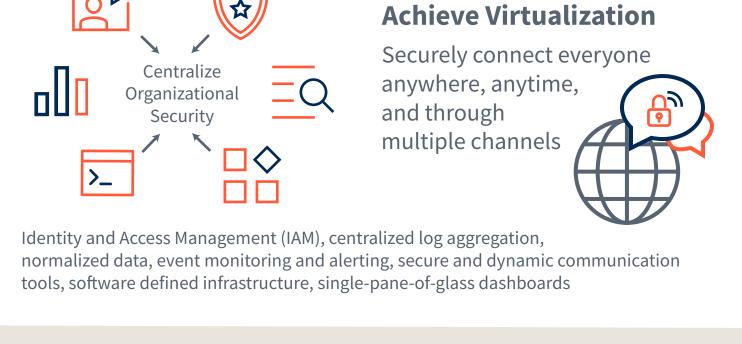


## Making everything accessible and easy-to-use by understanding

the customer experience – from accessing tools for work, customer portals on any device to keeping the pulse on operational health









**LISTEN TO EPISODE 6** 



