

Financial Institutions Target Technology and Process Improvements to **Support Recovery, Profitability in 2021**



The **COVID-19** crisis hit the financial services industry hard:

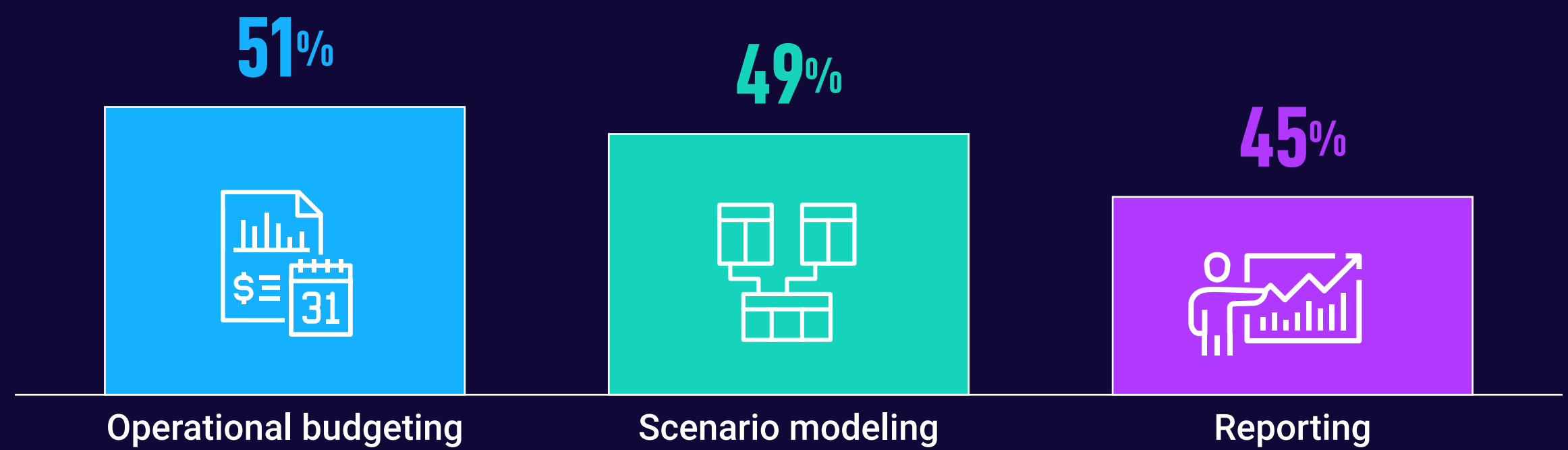


But it's not all bad news:

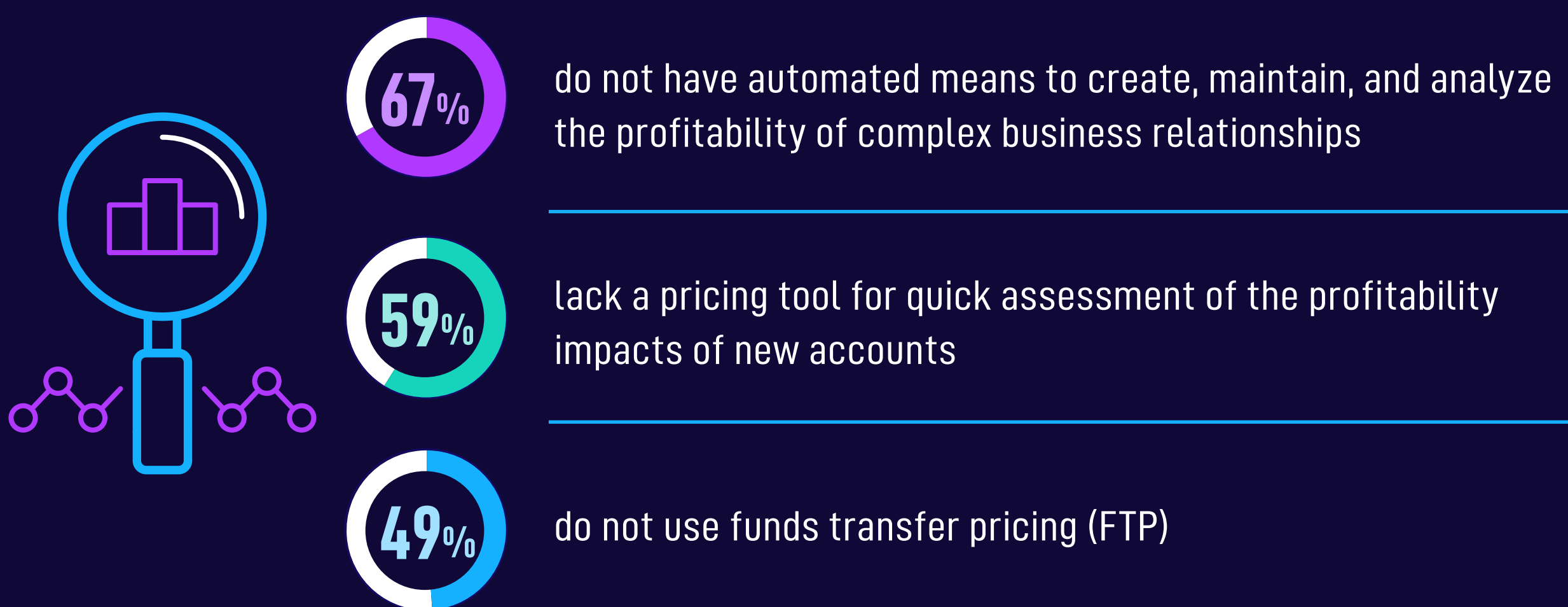


Technology and processes, however, leave room for improvement.

Top initiatives in 2021 include:



Critically, financial institutions **lack essential tools** for profitability analysis



As banks, credit unions, and other financial services institutions work to recover and build better processes for 2021 and beyond ...

