



# Cybersecurity – Trends and Impacts in the Financial Services Industry

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# Trends/Impacts in FS Cybersecurity: Changing schemes



# Balance your cyber defenses and the customer experience

Anytime, anywhere customer (and employee) access to systems, info and accounts.



## **“Mobile Access”**

Customer experience innovation that says “look at our firm”



## **“Online Identity”**

Is the customer online and connecting with you really your customer?

# Omnichannel connections. Constantly changing schemes

Customer journey takes place in any channel



Anytime / anywhere threats and schemes

Interconnected customers, firms & counterparties



Interconnectedness makes protection harder

# Trends/Impacts in FS Cybersecurity: Short reaction times



# Reaction times are short...Reputation and financial risks

Financial firms are targets. Data requirements make your data more attractive than ever...

## **“Privileged Access”**

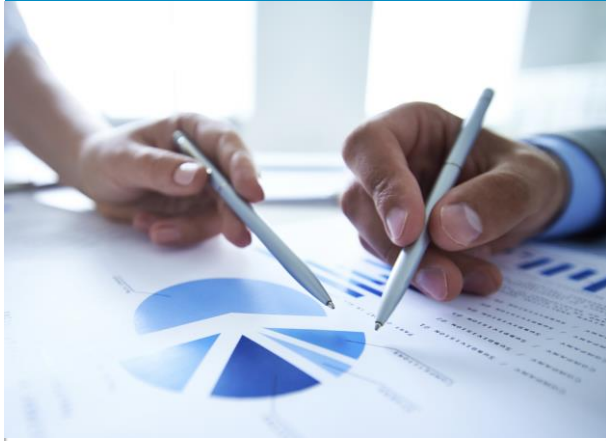
Customer information and personal data

## **“In other news...”**

Keeping your customers safe and your firm out of the press

# Reaction times: Monitor existing and emerging threats

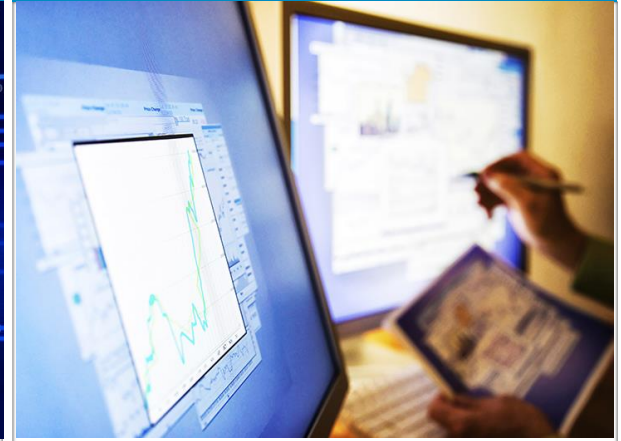
Monitor transaction data to better detect threats



Many ways to connect and news travels fast



Use new data and services to monitor emerging threats





# Trends/Impacts in FS Cybersecurity: Interconnections





# Interconnections: Opportunities and risks

Interconnections help you develop new solutions...and help new entrants get a foothold too



## **“Interconnections”**

Connected systems improve operational performance



## **“Third parties”**

Capture the advantages and manage the risks

# Interconnections

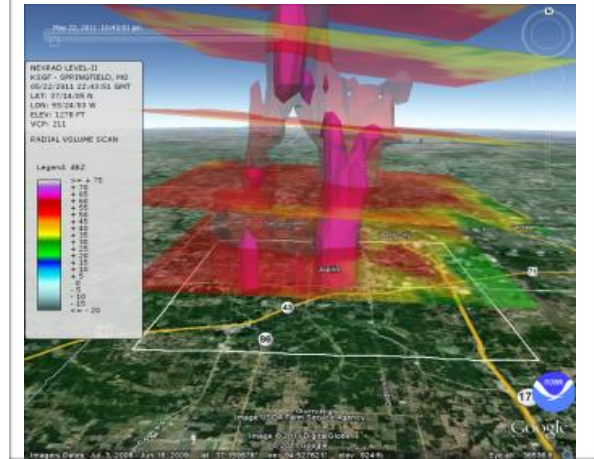
Digital Service Platform  
Creates a Competitive  
Advantage



Intelligent Monitoring  
Systems can Help Reduce  
Fraud, Waste & Abuse



New Data Sources and  
Advanced Analytics can  
Help Assess & Manage risk



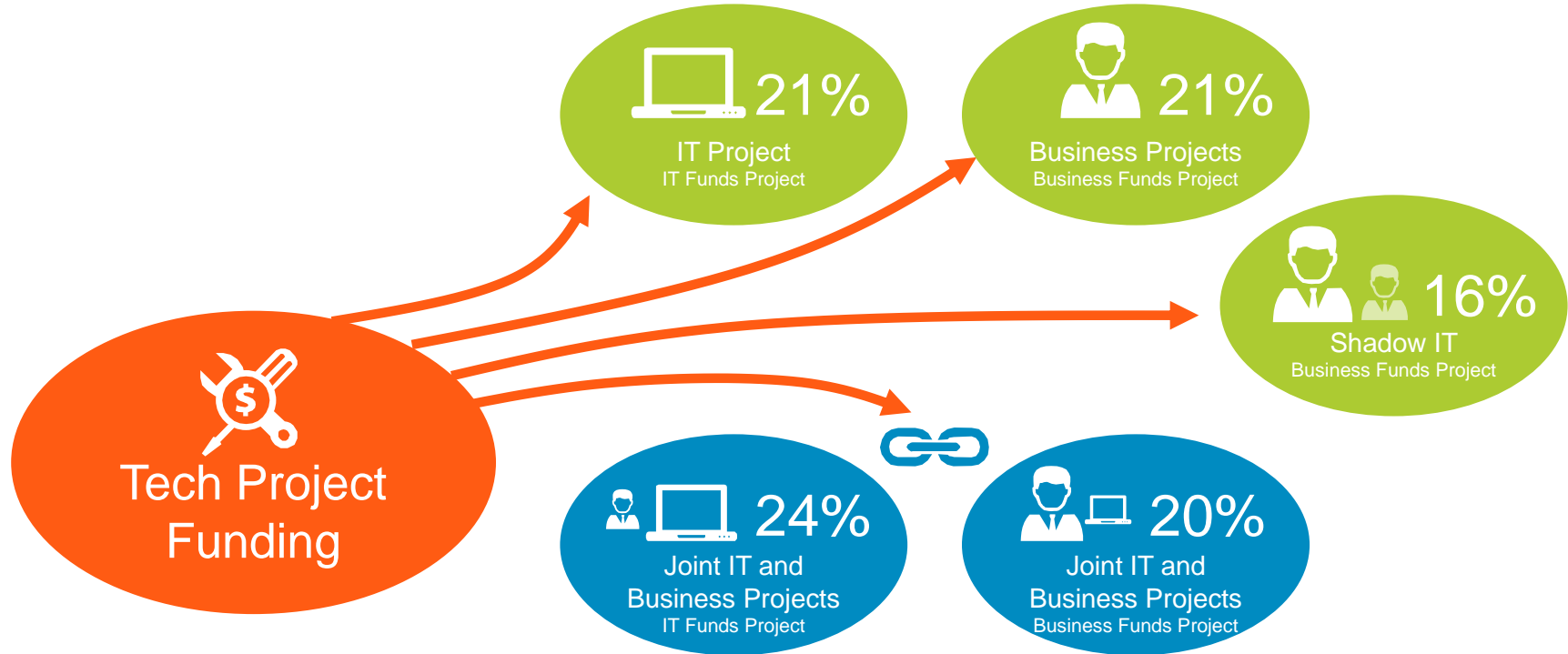
# Access to skilled & experienced staff is a challenge

Constantly  
changing  
threats means  
staff are key



# Sourcing Implications

## Collaborative Deals Will Define Future IT Initiatives



# Meeting the Security Challenges

- 1 Mobility: Balancing protection & customer expectations
- 2 Information: Use “privileged access” as an advantage
- 3 Interconnections: New sources of data...and risks
- 4 Talent: Retention and access to skilled staff is key



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