

Build the bank of tomorrow with Amdocs

Empowering banks to reimagine banking from the core to the customer



Define what's next

A new group of competitors is pursuing your customers. You face emerging companies that specialize in one aspect of finance and technology giants dabbling in banking. Other traditional financial service providers invest heavily to outstrip these new entrants' capabilities and yours. Surpass all competitors with help from Amdocs.

Amdocs can work with you to build the bank of tomorrow. We start with time-to-market speed – and strengthen it with your vision for customer-centric banking. At Amdocs, we engineer and deploy the foundational elements of next-gen experiences for leaders in highly regulated industries, with a focus on banks and communication service providers. These industries share a reliance on legacy systems and offer complex products. In an evolving landscape, banks need the higher level of agility that Amdocs has made routine for communication service providers.

Collaborate with Amdocs to:



Accelerate time to market by deploying proven solutions from an R&D trailblazer



Tackle integration, compliance, and data challenges



Accomplish your strategic vision with end-to-end support from a partner with a full accountability model



Introduce unparalleled value and innovation to banking for families and businesses

Overcome legacy constraints

Bank customers appreciate the personalization and value they receive from top brands in other sectors. Those customers are moving to non-traditional banks that provide tailored experiences. Regulators require more transparency and speed. High interest rates and rising employee costs add pressure. Many banks are lagging behind competitors as they respond to these challenges.

Legacy core systems limit the ability of banks to curate banking experiences that match customer preferences and expectations. As banks invest in moving processes away from outdated systems, returns are mediocre. Communication services faced similar constraints and overcame them with Amdocs solutions. Amdocs drives rapid change in the product experience on the front end – supported by a back end that adapts to meet increasing expectations. Today, banks collaborate with Amdocs to achieve similar breakthroughs.

Why Amdocs

Financial and communication service providers turn to Amdocs to accelerate time to market for high-impact strategies. We deliver:

- **Scale:** 30,000+ people in 90 countries
- **History:** Founded in 1982
- **Stability:** NASDAQ listed with \$4.8+ billion in revenue
- **Experience:** 50+ financial and 350+ communication provider customers

Tired of so-so? Aim for exceptional

Refresh banking for customers with paradigm-shifting capabilities. You empower the business with automation and core-agnostic flexibility.

Launch family-first banking

Your customers put family first – your bank can, too. With family-first banking, customers define financial roles and tasks for family members in every generation. Parents monitor accounts that include tools to teach children about money. Seniors secure assistance with digital finance without password sharing or relinquishing control. Personalization uses a 360-degree view and GenAI to connect families to relevant offers, bundles, and guidance.

Add new value to business banking

Go big with small-to-midsize business (SMB) banking that goes beyond the expected. You enhance traditional banking with a marketplace for third-party services – making operating easier for your customers. Revenue climbs when customers use your marketplace to access business essentials, like internet and cloud-based services. Bundle those third-party essentials with banking and loyalty reward programs, adding more value. Business customers save even more time with role-based access for employees and outside support, like bookkeepers.

Rethink experiences with GenAI and more

Find new ways to elevate the customer experience with simplicity and intelligence. That includes enhancing traditional financial processes and calculators with more conversational interfaces powered by GenAI. It also includes attracting and retaining merchants with a more seamless PIN entry device (PED) selection and management experience. Bring similar improvements to statements, e-wallets, and security settings when you move them from legacy systems to modern solutions.



Shift to modern cloud infrastructure

What enables the bank of tomorrow? Cloud. When successful, cloud opens the door to using larger data sets, AI and machine learning, and modern solutions. Adopt, secure, and manage cloud infrastructure at scale. You modernize mainframes following a process that reduces risk and improves performance. Specialists help you deploy a cloud platform designed to meet the needs of banks and communication service providers. Advance the business and meet regulatory requirements with real-time processing and cross-line-of-business data intelligence. Add more speed by driving business processes with zero-code solutions.

Cross-industry innovation

A European bank wanted to move fee management and product-related processes from legacy core systems. At the bank, an IT leader wondered: If telcos can bundle services with a whole-customer view, why can't our bank? Yet, the bank's outdated systems made even small changes a headache. The options from big-name technology providers for banks? Underwhelming.

The bank looked at Amdocs. Leaders at the bank liked its 40+ years of experience, history of innovation, and zero-code solutions. They asked: Can a bank take advantage of Amdocs solutions for product and pricing? Yes – Amdocs works with banks to accelerate product and pricing management, adopt cloud, and improve customer experiences.

With Amdocs, the bank now uses a whole-customer view to personalize banking. Customers enjoy high-value bundles, better statements, and more new products. The bank accelerated time to market by 200%. Customers love their banking experience, with customer satisfaction scores up by 50%.

Let's make banking amazing

At Amdocs, we help banks define what's next for banking. Amdocs solutions power customer-centric strategies and reduce risk, from personalization to GenAI and quality engineering to customer lifecycle management. [Talk to the Amdocs team](#) to learn more.