



RPA and AI Services in Banking 2019

Client Perspective Report Abstract

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Background & Scope

As part of NelsonHall's most recent RPA and AI Services in Banking market analysis, in addition to interviewing over 15 of the leading RPA and AI Services in Banking providers globally, our research extended to a survey of these vendors' clients, representing a range of geographies, industries, size, scope of services, and various levels of maturity in their sourcing of RPA and AI services.

Key Findings

Each interview was conducted to cover several focus areas to gain a comprehensive understanding from the client perspective of their experience as a buyer of RPA and AI Services in Banking in the current marketplace. This was specifically designed to understand not only the perception of vendor performance in meeting client needs currently, but also their ability to meet the clients' needs in the future. The survey focused on the following key areas:

- RPA and AI Services in Banking usage
- Benefits derived from RPA and AI Services in Banking
- Vendor approach to benefit delivery
- Client satisfaction
- Client future expectations and vendor ability to meet these future requirements.

For each of these focus areas, we asked clients to rate various attributes including services used, service satisfaction, benefits sought, benefits importance, vendor approach, and overall performance satisfaction.

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Report Length

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