

Digital Transformation of High Street Retail Bank

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The Digital Transformation of HSBC...or how to change a Jumbo's engines in mid-flight

I have huge respect for HSBC because it is a true banking innovator. With 37 million customers spread across 70 countries, digital transformation is not a frivolous game – it's a financial necessity.

HSBC Digital Solutions has been established to deliver the bank's digital transformation. This is key to reaping significant efficiency gains in the delivery of retail banking and wealth management in the 21st century. But it's a challenging journey...

In this video you will discover:

- How digital solutions are radically changing customer relationships in Financial Services
- How complex and challenging it is to transform traditional financial institutions
- How success rests on finding the right people with the right mindsets

Presenters

Charles Allen, Global Head of Mobile, HSBC Retail Banking and Wealth Management

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