citrix™ | Computacenter

EMBARKING
ON A NEW ERA IN FINANCIAL SERVICES

MEETING THE NEEDS
OF TODAY'S WORKFORCE

Financial Services providers sent thousands of employees to work from home in 2020, marking the beginning of a new era in the workplace.

53% OF WORKERS AGED BETWEEN 31 AND 45 WANT TO WORK MORE FLEXIBLY[1]

MANY FIRMS HAVE STATED THAT THEY ARE NOT EXPECTING STAFF TO RETURN TO THE OFFICE ANY TIME SOON.

28% OF WORKERS UNDER 30 WANT TO WORK FROM HOME PERMANENTLY[1]

82% OF COMPANY LEADERS PLAN TO ALLOW EMPLOYEES TO WORK FROM HOME SOME OF THE TIME[2]

With more distributed workforces and hybrid workstyles, Financial Services firms need workplaces that can support remote working in the long term.

1 "Half of UK Financial Services workforce want to work from home after COVID-19", KPMG, October 2020
2 "Gartner Survey Reveals 82% of Company Leaders Plan to Allow Employees to Work Remotely Some of the Time", Gartner Inc; July 2020

FOUR PRIORITIES FOR FINANCIAL SERVICES ORGANISATIONS

Computacenter and Citrix help Financial Services companies adapt and evolve so they can empower their employees to work productively from any location, while securing their systems and data.

1 ENABLE MORE SUSTAINABLE REMOTE WORKING

We help Financial Services firms boost employee productivity, improve customer service and fulfil digital banking promises by:

1 Enabling staff to work from any endpoint and any operating platform.

2 Creating a better user experience with an optimised network.

3 Helping employees respond more effectively to customer needs and build better relationships.

2 CONTINUE TO PROTECT DATA

We also help secure customer, corporate and employee data without compromising the user experience with:

Centralised security controls, such as granular policy-based settings that enable IT teams to restrict access according to the user's device and location

Access provided at the application layer and isolation of web activity to keep the corporate network secure

Authentication protocols and network security that protect web applications

Integrated solutions designed to secure Financial Services and reduce potential threats

3 MAXIMISE OPERATIONAL RESILIENCE

Operational resilience is an urgent priority for Financial Services firms right now.

"Recent events have demonstrated a clear link between an organisation's operational resilience and its ability to maintain the confidence of its customers, shareholders and the broader market while being able to shift to new operating models."[3]

By moving virtual desktops to the Citrix cloud, organisations can leverage greater availability to enhance business continuity and disaster recovery strategies.

Computacenter and Citrix have the experience and expertise to help firms reduce the risk, cost and complexity of transitioning to the cloud.

To deliver critical operations through disruption, firms need to be able to:
- Identify and protect themselves from threats and potential issues
- Respond and adapt to events
- Recover and learn from incidents
- Minimise the impact of events on the delivery of critical operations

Using our extensive knowledge, we:
- Identify the most appropriate workloads to migrate
- Devise migration strategies
- Help manage legacy and cloud environments simultaneously
- Secure data and systems throughout the transition

3 "Resilience without borders: How Financial Services firms should approach the worldwide development of operational resilience regulation", Deloitte, August 2020

4 CREATE THE BRANCH OF THE FUTURE

It's not just the office that's been affected by recent events. Banks and Building Societies have seen sharp increases in digital services versus traditional channels.

As the industry undergoes digital transformation, face-to-face interactions are being replaced with:

- Internet services
- Video calls
- Online chat
- Apps

To stay competitive, Financial Services firms need to ensure they can align their ability to deliver services via digital channels with customer demand.

"A typical large bank in Europe with more than 1,000 branches could expect to see a 50% lift in per-branch economics (lower costs plus higher revenues) through smart digital migration and branch network restructuring."[4]

Computacenter and Citrix can help banks ensure their customer-facing systems and apps offer the speed, performance and availability that users expect.

Citrix Application Delivery Controller (ADC): streamlines application delivery across the cloud to accelerate new launches and ensure a consistent user experience.

Citrix Intelligent App Analytics: firms can leverage machine learning and rule-based algorithms to identify problems before they impact customers.

Citrix SD-WAN: offers a secure, high performance, always-available WAN Edge solution to ensure applications all deliver an exceptional experience and seamless business continuity.

4 "Reimagining the Digital Bank Branch of the Future: Let's Get Practical", Bain & Company, January 2019

ACHIEVE MORE WITH THE RIGHT PARTNER

AN EXPERIENCED IT PARTNER, SUCH AS COMPUTACENTER, WILL HELP REDUCE THE RISKS AND COSTS OF CREATING A WORKPLACE THAT FITS THE NEEDS OF TODAY'S USERS.

With our help, Financial Services companies can:
- Embrace flexible working
- Simplify the migration of applications and desktops to the cloud
- Safeguard the performance and availability of their critical digital systems

COMPUTACENTER AND CITRIX HAVE BEEN WORKING TOGETHER FOR **20+ YEARS**

WE HAVE HELPED **500+** CUSTOMERS BENEFIT FROM CITRIX TECHNOLOGIES

COMPUTACENTER HAS **150+ YEARS** COMBINED EXPERIENCE IN DELIVERING CITRIX PROJECTS

WE SUPPORT MORE THAN **100,000** VIRTUAL DESKTOP SEATS

GET IN TOUCH

To find out more about how Computacenter and Citrix can help your organisation maximise agility and productivity with a digital workplace, please contact your Computacenter Account Manager, call 01707 63100 or email enquiries@computacenter.com

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