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A new resilient way to work for Financial Services

Financial Services organizations around the world are being impacted by the **coronavirus outbreak**, forcing them to rethink how they manage their business operations.

To maintain business continuity during times of crisis, financial institutions need a new way to work that empowers employees to access and **collaborate on information anywhere, anytime, from any device and serve their customers, clients and members.**

Global & macroeconomic impact

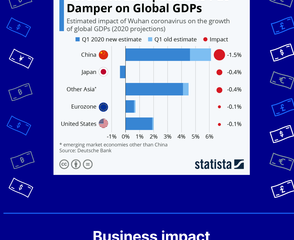
2,934,141 confirmed cases as of April 1, 2020[1]

205,142 deaths as of April 26, 2020[2]

Over 1/3 of world population in lockdown[3]

The coronavirus outbreak will cost the world's economy more than

$2.7 trillion[4]



Business impact

- **Banks and FSIs** providing reprieve on mortgages and lending by up to 90 days
- **European Central Bank** among those issuing warnings of increased Phishing and Malware
- Banks reconsidering **restructuring and job cutting** programmes as a result of COVID-19[5]

Prior to COVID-19

50% of people still visited branches

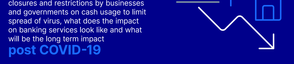
36% to deposit cash

During COVID-19

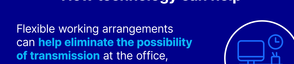
With **over 50%** branch closures and restrictions by businesses and governments on cash usage to limit spread of virus, what does the impact on banking services look like and what will be the long term impact **post COVID-19**

How technology can help

Flexible working arrangements can **help eliminate the possibility of transmission** at the office, branch and during the commute.



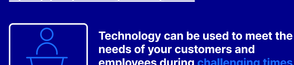
Technology can be used to meet the needs of your customers and employees during challenging times.



Digital personalized and ongoing communication with customers
CEM Experience Platform
Explore (Voice of the Customer)
Core Experience Insights

Expand remote working due to quarantines
OpenText Cloud | OpenText Managed Services
EnCase | Exceed TurboX
Extended ECM | Core Share | XM Connect
Exstream | LiquidOffice | Qfiniti

New corporate policies related to customer engagements
Core Share
Core Signature



Increase resilience during economic turmoil
OpenText Cloud
OpenText Managed Services
EnCase | Identity Access Management

Improve visibility into workload distribution
AppWorks | Magellan | Extended ECM
Trading Grid | OpenText Managed Services STP Financial Hub

Ensure access to information during a time of crisis
Extended ECM | Content Suite
Documentum | Intelligent Capture
InfoArchive | AppWorks | EnCase

Deliver frictionless digital interactions
CEM Experience Platform
Enterprise Content Management

Learn more

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[1]Source: https://coronavirus.jhu.edu/map.html
[2]Source: https://www.worldometers.info/coronavirus/
[3]Source: https://www.bbc.com/news/world-51706755?fbclid=IwAR0Zzqzqzqzqzqzqzqzqzqzqzqzqzqzqzqzqzqzqzqz
[4]Source: https://www.bloomberg.com/opinion/articles/2020-coronavirus-pandemic-global-economic-risks
[5]Source: https://www.bankinfosecurity.com/blogs/coronavirus-cyber-fraud-rise-phishing-malware-ransomware-attacks-1-month?utm_campaign=Editorial&utm_medium=email&utm_source=2020-3-30&eandisa=41621
[6]Source: https://www.forbes.com/sites/ericsavitz/2020/03/26/coronavirus-and-the-cloud-a-new-day-for-cloud-computing/#2d0d0d0d0d0d&utm_source=2020-3-30&eandisa=41621

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