slalom | INDUSTRY OUTLOOK

Financial services

Firms that connect capabilities, productize infrastructure, run AI as a measurable value engine, and build for interoperability as a profit center will pull ahead—and stay there.



Top trends in financial services

01 **Rebuilding for digital natives and AI super users**

A massive wealth transfer and rising AI-first expectations demand modernized cores and hyper-personalized, always-on customer experiences.

02 **Orchestrating human-AI collaboration**

Human-AI teaming is becoming a core workforce strategy as automated tasks expand and new advisor models emerge.

03 **Embedding climate-related risk mitigation**

Climate intelligence is shifting into core pricing, underwriting, and capital models as firms seek performance advantages and avoid emerging exposures.

04 **Moving from static data to liquid, intelligent networks**

Interoperable, real-time data ecosystems are powering more reliable AI, faster fraud detection, and scalable personalization.

05 **Productizing the finance stack**

Composable, API-enabled infrastructure is turning traditional cost centers into modular, monetizable services.

06 **Scaling the autonomous enterprise**

Financial institutions are advancing from automation to governed AI agents that anticipate decisions and act autonomously across functions.

Get the full outlook here: **slalom.com/fs-outlook**

slalom | INDUSTRY OUTLOOK

WHO WE ARE

Slalom is a fiercely human business and technology consulting company that teams with leaders who expect more. **So we bring more.**

WHAT WE DO

From strategy to implementation, our approach is fiercely human. We partner with market leaders and emerging players as they navigate uncertainty and strive for growth.

LOCATIONS

We have over 10,000 team members, including 1,700+ experienced financial services consultants, in 12 countries and 52 local offices around the world.



HOW WE'RE DIFFERENT

We take love seriously
So seriously that we measure customer love in 10 dimensions and use those metrics to guide our actions.

Head and heart in everything we do
We show up authentically and get to know you, always leading with empathy and kindness.

Deep connections, better outcomes
Our thorough understanding of partner technologies and priorities drives trusting relationships and exponential impact.

Momentum that outlasts us
We work with your teams every step of the way, teaching and empowering them to continue the momentum even after we leave.

Local soul, global scale
Because we live where we work, we're committed to our local communities and your long-term success—while also staying connected globally.

PARTNERSHIPS

We partner with over 700 of the world's leading technology providers to create extraordinary results for financial services leaders like you.

aws · Google Cloud · databricks · snowflake · salesforce · Microsoft

CUSTOMERS

Our financial services customers include retirement and life insurance companies, personal lenders, housing affordability financiers, banks, credit unions, investment services, and more.

Amica · Broadridge · SIONIC · PACIFIC LIFE · securian FINANCIAL · Nasdaq

Learn more at **slalom.com/fs-outlook** or reach out to **Richard Winston (richard.winston@slalom.com)**.