Figure 6. Where new technologies fit in

New technologies will enable the wealth management platforms of the future Investor clients -Adviser coaches Integrated client and adviser experiences Sentient, intelligent, Human, trusted, Highly automated, modern, and frictionless and highly engaging and transparent User research Multichannel access (Voice of clients/FAs/other users) IoT **Notification services** Analog and physical Digital Applied design  $(\bigcirc)$ Computer-generated,  $(\mathbb{C})$ (Human-centered) personalized, real time Email In-app SMS Social **Content management** Client workstation Advisor workstation Digital marketing Social/chat engine **@** <u></u> · With peers/ friends/advisers (a) Automated advice engine Integrated product platforms Client relationship Budgeting Portfolio Goals-hased Single investment management planning and trust platform Wellness · Prospects, sales, · Access to securities, servicing funds, annuities, alts, · Client/sales analytics Next best actions -Next best actions <u>(S)</u> and trust products advisers Single interface with Client on-boarding/ internal/external trading account opening platforms and custodians utility Ω Investment servicing and trust administration • Digital, with e-signature Interoperability layer · Integrated across 碹 Digital ID Custody and clearing products (Proprietary or T/P platform)  $\odot$ Investor data store **KYC/AML** utility (Shared with other wealth mgrs) (Proprietary or shared with API Key Banking Personal data, transaction other wealth managers) management gateway (Proprietary or T/P platform) history, weblogs, social 血 · Consumer lending, SBL Goals and financial plan · Deposits and savings Fiduciary/Best ▣ Ψ Payments Interest engine · Guided decision-Enterprise Integrations making Investment banking Product comparisons and capital markets · Document generation Client data aggregator · Conduit lending, M&A, etc and recordkeeping Trading desk: structured (Across providers/clients) notes, FX, swaps Master data management **Commercial banking**  Lending · Cash management Big data engine <u>lalli.</u> <u>alth</u> External data sources Market data Internal data sources Exponential technologies