









WE'RE IN IT WITH YOU

Your business means business. In the financial services industry—where the U.S. accounts for \$1.7 trillion of the global market—reputation and relevance are paramount to success. Our financial services experts help you protect your brand by enhancing security, keeping up with evolving regulatory compliance requirements and leveraging IT solutions to improve user experiences.

THE CUSTOMERS WE SERVE

- | | | | |
|--|----------------------------------|---|--|
|  | Retail and Consumer Banking |  | Wealth Management |
|  | Commercial and Wholesale Banking |  | Investment Banking and Capital Markets |
|  | Property and Casualty |  | Life and Annuity |
|  | Reinsurance |  | Fintech |

AT A GLANCE—BY THE NUMBERS

\$1.6B

In Revenue

480

Customers

30+

Years of Experience

WHAT'S NEXT?

Many financial organizations expect a **64% increase** in technology spending for 2024 compared with spending in 2023. Confidence in digital transformation investments is high with **48% feeling confident** they will meet the expected return on investment.

Financial organizations need new talent in a few places in the organization.

Top three **goals** related to digital transformation:



Replace or upgrade legacy IT systems



Reduce operational inefficiency



Improve customer experience and engagement

Top three **challenges** related to digital transformation:



Security concerns and compliance constraints



Alignment of digital transformation with business objectives/KPIs



Economic uncertainty affecting budgets

Top three **skills** financial services organizations are looking for in the next one to two years:



Artificial intelligence / Machine learning



Data analytics / data science



Cybersecurity

ABOUT THE RESEARCH—STATE OF DIGITAL TRANSFORMATION

TEKsystems conducted an online survey from November to December 2023 with 855 technology and business decision-makers. Respondents included members of the C-suite, company executives, vice presidents, directors and managers who have final decision-making authority and/or influence on their organization's digital transformation efforts. The sample includes a balance of decision-makers in enterprise IT and line-of-business functions in the United States, Australia, Canada, China, India, Singapore, Belgium, France, Germany, Ireland, Netherlands and the United Kingdom across a broad spectrum of industries.

ABOUT TEKSYSTEMS AND TEKSYSTEMS GLOBAL SERVICES

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.