

Chief Data Officers: The Top 5 Data Management Priorities in Financial Services

Insights from the IDC State of the CDO Survey¹

Advancements in mobile, robotics, artificial intelligence (AI), machine learning and cloud computing are changing the fundamentals of doing business in financial services. Companies need to better use their data to leverage these innovations to enhance customer experience, increase wallet share, improve risk management, ensure regulatory compliance and increase business agility. An intelligent data management cloud optimized for financial services enables companies to propel data-driven decision-making and scale delivery of trustworthy, governed, relevant and accessible data.

1 Ensuring trustworthy, high-quality data

Financial services organizations seek to improve data quality to achieve regulatory compliance and analytics and operational efficiency.



38%

are prioritizing data quality and enrichment

“Data was at the heart of the KYC initiative. We needed a clear view of third parties, and that meant making data consistent and accurate across departments.”²



“During the last few years, data has increased exponentially across all our different lines of insurance business. We need modern processes and tools to deal with all this data and create value from it.”³



2

Improving data management productivity

Financial services organizations want to increase the scalability, agility and productivity of data management with AI-powered automation.



38%

are prioritizing AI-based automated data management

3 Shielding sensitive data

Financial services organizations need to improve risk management and ensure data is used ethically.



37%

are prioritizing privacy risk reduction

“With Informatica, we know we can trust our data and protect sensitive information whether it’s on-premises or in the cloud. That’s critical as we continue our AWS and data modernization journey.”⁴



“As a bank, we count on accurate and timely data delivery to our credit, risk, business and finance teams.”⁵

//ABANCA

4

Optimizing data access

Financial services organizations seek to provide easier access to data to increase the use of data for decision-making.



36%

are prioritizing data sharing and consumption

5 Improving data visibility

Financial services organizations need to understand what data exists and how it is used in analytical and operational processes.



35%

are prioritizing data discovery and curation

“Informatica gives us critical insight to help ensure that we are very accurate and understand the risks we’re underwriting.”⁶



LEARN MORE

¹ IDC, Global Chief Data Officer (CDO) Engagement Survey 2021 Data Readout, Sponsored by Informatica, doc #US48079321, July 2021

² https://www.informatica.com/content/dam/informatica-com/en/collateral/customer-success-story/gras-savoie_customer-story_4165en.pdf

³ https://www.informatica.com/content/dam/informatica-com/en/collateral/customer-success-story/generali_customer-story_3793.pdf

⁴ <https://www.informatica.com/about-us/customers/customer-success-stories/freddie-mac.html>

⁵ https://www.informatica.com/content/dam/informatica-com/en/collateral/customer-success-story/abanca_customer-story_4271en.pdf

⁶ https://www.informatica.com/content/dam/informatica-com/en/collateral/customer-success-story/hsb_customer-story_4121en.pdf