



Banking

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■ Banking/Insurance ■

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From Using Data Better to Data Monetization: How Asia/Pacific Banks Are Generating New Value from Data

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www.giiresearch.com/ce/660278

This IDC Financial Insights report discusses how Open Banking is giving rise to many opportunities in realizing more value from data - from realizing value internally to generating value externally. In this report, we look at several models of generating new value from data. Michael Araneta, AVP for IDC Financial Insights Asia/Pacific states, "The team leading the initiative to generate new value from data or to monetize data should look at their initiative not just as a theoretical exercise but as an actual build-a-business endeavor. It therefore entails decisions on who will benefit from data, the terms and rates of exchange of value, pricing models, distribution models - much like how a business creates the business." "Data-fueled intelligence is permeating all aspects of business of the financial industry. Inevitably, the banks will see data as an asset and will have to consider who owns and controls the data. As banks search for ways to generate new value from their data, several new principles on data utilization may drive or hinder value generation, depending on how they are interpreted. Ultimately, the banks where data is widely accepted as an asset will drive the way to get the maximum returns on the data," adds Anuj Agrawal, senior research manager, IDC Financial Insights Asia/Pacific.

Global Online Payment Methods: Full Year 2017

Published by yStats.com GmbH & Co. KG

Pub. Date 2018/07/03

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USD 3100 Web Access - PDF & PPT (Single User License) ~

USD 6200 Web Access - PDF & PPT (Global Site License - Up to 10 Users)

www.giiresearch.com/ce/658945

Germany-based secondary market research firm yStats.com's latest publication "Global Online Payment Methods: Full Year 2017," reviews the trends in digital payments taking place around the world, region by region. One of the major findings is that consumers in developing economies adopt innovative payment methods more readily than their counterparts in mature markets.

As global E-Commerce continues to increase, so has the volume of online payments. Digital wallets are challenging the leadership of credit and debit cards for online purchases worldwide and are more widely used than plastic in many markets, especially in Asia, led by population giants China and India. According to the yStats.com report, E-Wallets are projected to be used in payment for nearly half of global online retail sales by 2021.

Mobile payments also form part of the changing pattern of payment for online as well as in-store purchases. Again, the Asia-Pacific region leads in the adoption of mobile payments, followed by Latin America, Africa and the Middle East. Surveys cited in the yStats.com report indicate that consumers in these regions are less reluctant to share personal information with third-party providers of innovative payment services such as mobile.

Payment Acceptance as Digital Channels Expand

Published by Mercator Advisory Group, Inc.

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www.giiresearch.com/ce/658724

Mercator Advisory Group's most recent Insight Summary Report, *Payment Acceptance as Digital Channels Expand*, based on the company's annual *Small Business Payments and Banking Survey* conducted in 2018, reveals that 46% of U.S. small businesses that accept payment cards consider acquiring or merchant banks as their primary payment processing provider compared to 42% who consider any other third-party supplier (excluding Square or PayPal) to be a primary provider. Acquiring banks collectively are a clear leader compared to the next most common types of primary provider—a point-of-sale terminal provider (considered primary by 16% of respondents) and card processor such as First Data or Vantiv, now WorldPay (considered primary by 12%). But when the responses are aggregated, more card-accepting small businesses surveyed consider any type of third-party card processing provider (54%) to be primary than consider an acquiring/merchant bank to be their primary payment processing provider (42%), and more say so than last year.

Big Data in the Financial Services Industry: 2018 - 2030 - Opportunities, Challenges, Strategies & Forecasts

Published by SNS Telecom & IT

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"Big Data" originally emerged as a term to describe datasets whose size is beyond the ability of traditional databases to capture, store, manage and analyze. However, the scope of the term has significantly expanded over the years. Big Data not only refers to the data itself but also a set of technologies that capture, store, manage and analyze large and variable collections of data, to solve complex problems.

Amid the proliferation of real-time and historical data from sources such as connected devices, web, social media, sensors, log files and transactional applications, Big Data is rapidly gaining traction from a diverse range of vertical sectors. The financial services industry is no exception to this trend, where Big Data has found a host of applications ranging from targeted marketing and credit scoring to usage-based insurance, data-driven trading, fraud detection and beyond.

SNS Telecom & IT estimates that Big Data investments in the financial services industry will account for nearly \$9 Billion in 2018 alone. Led by a plethora of business opportunities for banks, insurers, credit card and payment processing specialists, asset and wealth management firms, lenders and other stakeholders, these investments are further expected to grow at a CAGR of approximately 17% over the next three years.

Payments Landscape in South Korea: Opportunities and Risks to 2022

Published by GlobalData

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USD 2750 PDF by E-mail (Single User License) ~

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www.giiresearch.com/ce/659848

GlobalData's "Payments Landscape in South Korea: Opportunities and Risks to 2022", report provides detailed analysis of market trends in South Korea's cards and payments industry. It provides values and volumes for a number of key performance indicators in the industry, including cash, credit transfers, direct debit, payment cards, and cheques during the review-period (2014-18e).

The report also analyzes various payment card markets operating in the industry, and provides detailed information on the number of cards in circulation, transaction values and volumes during the review-period and over the forecast-period (2018-22f). It also offers information on the country's competitive landscape, including the market shares of issuers and schemes.

The report brings together GlobalData's research, modeling, and analysis expertise to allow banks and card issuers to identify segment dynamics and competitive advantages. The report also covers details of regulatory policy and recent changes in the regulatory structure.

Payments Landscape in Israel: Opportunities and Risks to 2021

Published by GlobalData

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www.giiresearch.com/ce/659847

GlobalData's "Payments Landscape in Israel: Opportunities and Risks to 2021", report provides detailed analysis of market trends in the Israeli cards and payments industry. It provides values and volumes for a number of key performance indicators in the industry, including payment cards, credit transfers, direct debit, and cheques during the review-period (2013-17e).

The report also analyzes various payment card markets operating in the industry and provides detailed information on the number of cards in circulation, transaction values and volumes during the review-period and over the forecast-period (2017e-21f). It also offers information on the country's competitive landscape, including market shares of issuers and schemes.

The report brings together GlobalData's research, modeling, and analysis expertise to allow banks and card issuers to identify segment dynamics and competitive advantages. The report also covers detailed regulatory policies and recent changes in regulatory structure.

Europe Online Payment Methods: Full Year 2017

Published by yStats.com GmbH & Co. KG

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USD 2450 Web Access - PDF & PPT (Single User License) ~

USD 4900 Web Access - PDF & PPT (Global Site License - Up to 10 Users)

www.giiresearch.com/ce/657569

Yücel Yelken, CEO and founder of secondary market research company yStats.com announces the publication of "Europe Online Payment Methods: Full Year 2017," a new report with information regarding online and mobile payments as used by shoppers in over twenty European countries.

The preferred method of payment for online shoppers in Europe varies, through some trends transpire throughout the region. Taken as a whole, the most used methods for online purchases are traditional credit or debit cards and digital wallets such as PayPal, according to the yStats.com report. Yet some countries persist with payment methods that developed with online shopping over the last couple of decades: banking method iDEAL in the Netherlands, payment after receipt of an invoice in German-speaking nations, and cash on delivery in some economies of Eastern Europe.

The rise of alternative payment methods such as digital and mobile wallets has intensified competition among the various providers of such payment services. Sources cited in the yStats.com report indicate that mobile payments overall are growing in consumer acceptance, led by the Nordic nations and the UK.

Digital Insurance Platform Market by Component (Tools, Services), End-Users (Insurance Companies, Third-Party Administrators and Brokers, Aggregators), Insurance Application, Deployment Type, Organization Size, and Region - Global Forecast to 2023

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www.giiresearch.com/ce/656669

The digital insurance platform market size is expected to grow from USD 86.20 billion in 2018 to USD 164.13 billion by 2023, at a Compound Annual Growth Rate (CAGR) of 13.7% during the forecast period. The growth in the adoption Internet of Things (IoT) products, rise in the shift of insurers' focus from product-based strategies to customer-centric strategies, and increased awareness among insurers to digitalize channels are expected to drive the growth of the digital insurance platform market. The major factor that is expected to restrict the growth of the digital insurance platform market is the difficulty to integrate digital insurance platforms with legacy systems.

The managed services segment is expected to account for the larger market size during the forecast period.

Managed services are provided by third-party and include monitoring and maintenance of computers, networks, and software. Managed services providers help organizations improve their productivity and ensure smooth functioning of the business processes with effective utilization of resources. Moreover, these services help organizations formulate effective strategies to solve complex business problems.

UK Pet Insurance: Market Dynamics and Opportunities 2018

Published by GlobalData

Pub. Date 2018/06/19

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USD 3450 PDF by E-mail (Single user license) ~

USD 10350 PDF by E-mail (Global License)

www.giiresearch.com/ce/364719

This report analyzes the UK pet insurance market, looking at market size as well as changes in premiums, claims, medical costs, pet ownership, and opportunities. It discusses competitors in the market, how the market is likely to change due to rising costs and emerging technology, and provides future forecasts of market size up to 2022.

The UK pet insurance market experienced another year of growth in 2017, with total market gross written premiums (GWP) of £1,190m - an increase of 13.8% compared to 2016. The number of policies also grew considerably by 10.9% to reach 3.76 million. Yet there is still considerable potential for further growth as the majority of pets in the UK remain uninsured. Medical inflation remains one of the main driving forces behind the increase in GWP, with insurers passing on the cost to policyholders. The sustainability of premium increases endures as this market's greatest challenge and threat.

Asia-Pacific Online Payment Methods: Full Year 2017

Published by yStats.com GmbH & Co. KG

Pub. Date 2018/06/19

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USD 2450 Web Access - PDF & PPT (Single User License) ~

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www.giiresearch.com/ce/654372

Germany-based secondary market research firm yStats.com's report "Asia-Pacific Online Payment Methods: Full Year 2017" tells of the growing preference of online shoppers in the Asia-Pacific region to pay for purchases with digital wallets.

E-Commerce in the vast Asia-Pacific region is rapidly expanding, with digital and mobile wallets emerging as the leading payment method in many of the 10 major markets of the region covered in the yStats.com report. They were used for nearly 50% of online purchases in the region last year, accounting for more online sales than credit cards. China's Alipay and WeChat dominate the digital wallet scene in the region along with upcoming mobile wallets in India. In the more mature economies of Japan, South Korea and Australia, card payments still prevail, but digital methods are increasingly used there, also.

Along with digital wallets, the smartphone or mobile payment also are widely used in the Asia-Pacific region. In fact, this region leads the world in mobile payment penetration, according to information cited in the yStats.com report. QR-based payments are widely used especially in China, rivalling cash for payment in-store.

EMV Technology Update: EMV Classic, Faster EMV, and Now QR Code EMV

Published by Mercator Advisory Group, Inc.

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Card networks and merchants have had an adversarial relationship over the past 10 years. This has obstructed the deployment of more secure and convenient payment technologies at the point of sale, including EMV "smart cards," mobile wallets equipped with Near Field Communication (NFC) technology, and contactless cards. Merchants have gone their own way on mobile wallets, preferring Quick Response (QR) Code-based mobile wallets to the NFC-based mobile wallets championed by the networks, banks, and mobile device manufacturers. Online retailers, for their part, complain that EMV has merely shifted fraud from the physical point of sale to the e-commerce site.

Mercator Advisory Group's latest research report, 'EMV Technology Update: EMV Classic, Faster EMV, and Now QR Code EMV', goes into detail on how these technologies work, and what card issuers need to do to ensure that EMV QR codes meet a friendlier reception than other network-backed standards.

Wealth in China: HNW Investors 2018

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China's financial services sector is evolving rapidly, providing investors with a multitude of new investment opportunities and channels. While still developing, the traditional private banking concept has already been shaken as the changing demand patterns of China's wealthy have given rise to new business models. New entrants in the robo-space are competing alongside the country's well-established incumbents, foreign entrants, and offshore providers.

Going forward, rapidly rising wealth levels and a growing investment universe will continue to drive HNW demand, enticing more wealth managers to tap the opportunity the Chinese wealth market provides. Players that understand the unique characteristics and changing demographics of the local investor base will be able to succeed in China's rapidly changing private banking market.

Chinese HNW investors, who skew heavily towards entrepreneurial males across three industries, show strong demand for most forms of wealth advice and planning. A multi-service proposition underpinned by a proven ability to demonstrate returns will be key to tapping into demand. A uniquely large expat market, a burgeoning appetite for novel options such as robo-advice, and the upcoming monumental transfer of wealth between generations provides arguably the most significant growth opportunity for global wealth managers in the foreseeable future.

U.S. Banking Industry Update: Challenges Facing Banking Industry as Consolidation Continues

Published by IDC

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www.giiresearch.com/ce/652787

This IDC Perspective examines the U.S. banking industry, which has seen significant change over the past decade. This document looks at some of those trends, with an eye as to how technology has not only played a part in shaping the new landscape, but also how it will change the future of the industry. As we have mentioned in previous documents, we are losing almost 100 branches a month, and from the FDIC reports, almost 4 bank institutions a week. While we are fortunate that this consolidation is no longer happening by bank failures, it exemplifies a need for banks to either grow organically, grow through acquisition, or become acquired as the status quo is no longer an option. "Never before have we seen such consolidation in our industry as we have seen over the past decade," according to Marc DeCastro, research director at IDC Financial Insights. "Prior to the financial crisis in 2008, we had more banks with assets of less than \$250 million than we have total banks in the United States today. This consolidation has made the surviving banks healthier, particularly as they look toward using next-generation technology to offer more services at lower costs to their customers."

Payments Landscape in Peru: Opportunities and Risks to 2021

Published by GlobalData

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USD 8250 PDF by E-mail (Global License)

www.giiresearch.com/ce/654907

The use of cash for retail purchases remains prevalent among the majority of Peruvians, especially the rural population. This is primarily due to a combination of limited public awareness of other instruments and limited access to banking infrastructure. However, the Central Reserve Bank of Peru has taken a number of steps to improve this situation. The National Financial Inclusion Strategy adopted in July 2015 aims to provide access to formal financial accounts to at least 75% of the population by 2021. The strategy promotes access to savings, insurance and financing, consumer protection, financial education, and electronic payments.

In line with the government's financial inclusion program, the fully interoperable payment platform BiM mobile money was launched in February 2016. A collaboration between the government, financial institutions, and telcos, the service enables Peruvian residents with a mobile phone to open a bank account, transfer funds, and make utility payments.

An agent banking model is also being used to provide financial access in remote areas. It was first introduced in 2005 following a change in regulation that allowed banks to use third-party agents to provide financial services to consumers. Rising bank penetration is expected to drive demand for products such as bank accounts and debit cards.

Biometrics for Banking; Market and Technology Analysis, Adoption Strategies & Forecasts 2018-2023 - 2nd Edition

Published by Goode Intelligence

Pub. Date 2018/06/12

Price

USD 5000 Electronic PDF version (enterprise wide license) - Full Suite includes Analyst Report & Forecast

www.giiresearch.com/ce/333956

The second edition of *Biometrics for Banking; Market & Technology Analysis, Adoption Strategies & Forecasts 2018-2023* is a 253 page analyst report that provides detailed analysis of the market and adoption of biometrics for banking.

The second edition of this report offers the most comprehensive investigation and analysis of current global adoption for biometrics across all aspects of banking. The market analysis includes the key drivers and barriers for adoption, interviews with leading stakeholders, technology analysis with review of key biometric technologies and profiles of companies supplying biometric systems to banks plus forecasts (regional and global) for users and revenue within the six-year period 2018 to 2023.

The report is the first of three reports in a series investigating the market for biometrics in financial services. In addition to banking, the series will include payments and mobile reports. The Goode Intelligence *Biometrics for Financial Services* series is available to purchase in the bundled price of \$12,000.00 (a saving of \$3,000.00).

Asia-Pacific B2C E-Commerce Market 2018

Published by yStats.com GmbH & Co. KG

Pub. Date 2018/06/11

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www.giiresearch.com/ce/652167

A new publication from Hamburg-based secondary market research firm yStats.com, "*Asia-Pacific B2C E-Commerce Market 2018*," indicates that over one half of total global online retail sales happens in the Asia-Pacific region. The report covers sales data, trends, payment preferences of consumers and other pertinent information about eleven economies of the region.

Over 50% of all the online shopping for retail goods and services in the world takes place in the Asia-Pacific region, whose regional leaders, China, Japan, and South Korea are also among the global leaders in B2C E-Commerce. However, the regional growth leaders for the next 5 years are the markets of South and Southeast Asia, such as India, Indonesia, Thailand, Vietnam and the Philippines, according to sources cited in the yStats.com report, as they grow from a recent low percentage of online shopping penetration.

Artificial Intelligence (AI) in Retail Banking - Thematic Research

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www.giiresearch.com/ce/657608

For six decades machine learning (ML) was poised to take off because members of the 'artificial intelligentsia' had already come up with the theoretical models that could make it work. The problem was that they were waiting for rich data sets and affordable 'accelerated computing' technology to ignite it.

These are now becoming more available, and amid a swirl of hype, ML - i.e., software that becomes smarter as it trains itself on large amounts of data - has gone mainstream, and within five years its deployment will be essential to the survival of companies of all shapes and sizes across all sectors.

For many investors, ML=AI; ML is an AI technology that allows machines to learn by using algorithms to interpret data from connected 'things' to predict outcomes and learn from successes and failures.

There are many other AI technologies - from image recognition to natural language processing (NLP), gesture control, context awareness, and predictive APIs - but ML is where most of the investment community's funding has flowed in recent years. It is also the technology most likely to allow machines to ultimately surpass the intelligence levels of humans.

Payments Landscape in Ukraine: Opportunities and Risks to 2021

Published by GlobalData

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www.giiresearch.com/ce/652192

GlobalData's "Payments Landscape in Ukraine: Opportunities and Risks to 2021", report provides detailed analysis of market trends in the Ukrainian cards and payments industry.

The report analyzes various payment card markets operating in the industry and provides detailed information on the number of cards in circulation, transaction values and volumes during the review-period (2013-17e) and over the forecast-period (2017e-21f). It also offers information on the country's competitive landscape, including market shares of issuers and schemes.

The report brings together GlobalData's research, modeling, and analysis expertise to allow banks and card issuers to identify segment dynamics and competitive advantages. The report also covers detailed regulatory policies and recent changes in regulatory structure.

FinTech Blockchain Market by Provider, Application (Payments, Clearing, and Settlement, Exchanges and Remittance, Smart Contract, Identity Management, and Compliance Management/KYC), Organization Size, Vertical, and Region - Global Forecast to 2023

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www.giiresearch.com/ce/651694

The global FinTech blockchain market size is expected to grow from USD 370.3 million in 2018 to USD 6,228.2 million by 2023, at a Compound Annual Growth Rate (CAGR) of 75.9% during the forecast period. The demand for the distributed ledger technology, reduced total cost of ownership, the rising cryptocurrencies market cap and initial coin offerings, transparency and immutability, and faster transactions are said to fuel the market growth. The blockchain technology can set rules for transactions and enables smart contracts; real-time settlements; triple-entry accounting; and consensus to create ownership of virtual currencies and securities, leading to higher compatibility with the financial services industry ecosystem. However, uncertain regulatory standards and frameworks, and lack of blockchain applications and use cases would restrain the market growth during the forecast period.

Global Fintech Software Market 2018-2022

Published by TechNavio (Infiniti Research Ltd.)

Pub. Date 2018/06/06

Price

USD 2500 PDF by E-mail (Single User License) ~

USD 5000 PDF by E-mail (Global License)

www.giiresearch.com/ce/652863

FinTech software is used by financial companies such as payments bank, retail and institutional banks, insurance providers, and other non-banking corporations to maintain account processing, customer profiles, account information, eligibility evaluation, and other financial activities related to marketing, branding, and promotion.

Technavio's analysts forecast the global fintech software market to grow at a CAGR of 7.39% during the period 2018-2022.

Covered in this report

The report covers the present scenario and the growth prospects of the global fintech software market for 2018-2022. To calculate the market size, the report presents a detailed picture of the market by way of study, synthesis, and summation of data from multiple sources.

Private Label Credit Cards: A Market, Not Just a Niche

Published by Mercator Advisory Group, Inc.

Pub. Date 2018/06/04

Price

USD 2950 PDF by E-mail (Single User License)

www.giiresearch.com/ce/647353

Private label credit cards, which can only be used in a defined group of retail locations, are a unique and very competitive market segment within the credit card industry. While similar in some ways to co-branded general purpose credit cards, private label credit cards (sometimes abbreviated PLCC) are a complementary product that addresses different needs. They have particular appeal to consumers with low credit scores and a need to finance large purchases. New competition from fintechs like Bread and Klarna is putting pressure on the industry, requiring greater innovation.

Mercator Advisory Group's latest research report, *Private Label Credit Cards: A Market, Not Just a Niche*, sizes the market for private label credit cards and analyzes the growth potential of this often-overlooked market segment.

Payments Landscape in Serbia: Opportunities and Risks to 2021

Published by GlobalData

Pub. Date 2018/06/01

Price

USD 2750 PDF by E-mail (Single User License) ~

USD 8250 PDF by E-mail (Global License)

www.giiresearch.com/ce/649347

GlobalData's "Payments Landscape in Serbia: Opportunities and Risks to 2021", report provides detailed analysis of market trends in the Serbian cards and payments industry. It provides values and volumes for a number of key performance indicators in the industry, including payment cards, credit transfers, direct debit, and cheques during the review-period (2013-17).

The report also analyzes various payment card markets operating in the industry, and provides detailed information on the number of cards in circulation, transaction values and volumes during the review-period and over the forecast-period (2017-21f). It also offers information on the country's competitive landscape, including the market shares of issuers and schemes.

The report brings together GlobalData's research, modeling, and analysis expertise to allow banks and card issuers to identify segment dynamics and competitive advantages. The report also covers details of regulatory policy and recent changes in the regulatory structure.

2018 U.S. Consumer Survey: Branch and ATM Trends and Strategies and Impact on Branch Transformation

Published by IDC

Pub. Date 2018/05/31

Price

USD 4500 PDF by E-mail (Single User License)

www.giiresearch.com/ce/646703

This IDC Perspective discusses the U.S. Consumer Banking Channel Preference Survey conducted among 2,501 U.S. residents who are 18 or older and have an active checking account. As 2018 unfolds, there has been an acceleration of branch closures. While we saw a peak in the number of branches in the United States in 2009, with just about 93,000 branches, estimates are that we are losing over 100 branches a month across the United States. Despite this consolidation, the message is clear that consumers and small business customers insist on making the branch an integral part of their retail banking journey, and banks and credit unions need to understand how to invest in the surviving branches. According to Marc DeCastro, research director at IDC Financial Insights, "We have really seen the shift we have been anticipating away from the branch for simple transactions and even for more complex account openings. The transformation needs to focus beyond simply closing branches, although that will be necessary, but also on upgrading the technology in the remaining branches, both for the employees and for customers wanting to self-service certain transactions. The next wave of investment must be on improving the experience by improving the tools provided to the employee and engaging customers once they are in the branch.

Global Reinsurance Market 2018-2022

Published by TechNavio (Infiniti Research Ltd.)

Pub. Date 2018/05/30

Price

USD 2500 PDF by E-mail (Single User License) ~

USD 5000 PDF by E-mail (Global License)

www.giiresearch.com/ce/294952

Reinsurance is the insurance bought by insurance companies to protect them from financial losses. It was started to manage solvency of insurance companies during times of heavy claims. It helps companies to remain solvent and maintain capital efficiency in circumstances of dealing with major claims due to natural catastrophes, terrorist attacks, and market crashes.

Technavio's analysts forecast the global reinsurance market to grow at a CAGR of 4.10% during the period 2018-2022.

Covered in this report

The report covers the present scenario and the growth prospects of the global reinsurance market for 2018-2022. To calculate the market size, the report considers the revenue generated from the sales of life and non-life insurance products.

The market is divided into the following segments based on geography:

- Americas
- APAC
- EMEA

IoT in Banking and Financial Services Market by Solution (Security, Monitoring, Customer Experience Management), Service, End-User (Banking, Insurance, and Investment and Wealth Management), Organization Size, and Region - Global Forecast to 2023

Published by MarketsandMarkets

Pub. Date 2018/05/30

Price

USD 5650 PDF by E-mail (Single User License) ~

USD 10000 PDF by E-mail (Global License)

www.giiresearch.com/ce/648095

The global IoT in Banking and Financial Services market size is expected to grow from USD 249.4 million in 2018 to USD 2,030.1 million by 2023, at a CAGR of 52.1% during the forecast period. The convergence of operational and information technology and increasing use of IoT devices in product, application, and premises monitoring for connected banking are some of the factors driving the IoT in Banking and Financial Services market. Increasing global investments in IoT and focus on services with real-time data flow are the main growth opportunities in the IoT in Banking and Financial Services market. However, data protection and privacy concerns, and lack of standards for interconnectivity and interoperability are anticipated to be the major restraining factor for the growth of the market.

HNW Targeting and Retention Strategies

Published by GlobalData

Pub. Date 2018/05/30

Price

USD 5250 PDF by E-mail (Single User License) ~

USD 15750 PDF by E-mail (Global License)

www.giiresearch.com/ce/649346

Global HNW market comprises over 10 million plus individuals, the majority of whom are located in North America (52.3%) - predominately in the US (50.3%), making the country the largest target market globally. However, growth is more pronounced in emerging markets in Latin America and Asia Pacific.

The global number of HNW individuals is forecast to expand at an average annual growth rate (AAGR) of 5.7% between 2017 and 2021. This compares to 8.2% in Latin America and 6.5% in Asia Pacific. Being home to less developed wealth markets, private banks will also be faced with less competition in these markets.

HNW entrepreneurs are an almost equally large target group as professionals, and dedicated target programs aimed at this segment are a must across the globe. However, the entrepreneurial spirit runs particularly high in Eastern Europe.

Payments in New Zealand 2017: What Consumers Want

Published by GlobalData

Pub. Date 2018/05/29

Price

USD 3450 PDF by E-mail (Single User License) ~

USD 10350 PDF by E-mail (Global License)

www.giiresearch.com/ce/585588

"Payments in New Zealand 2017: What Consumers Want", report examines the consumer payments market in New Zealand, considering payment cards, online payments, P2P payments, and newer payment technologies such as mobile wallets and contactless. The report also examines the main regulatory players overseeing the market.

New Zealand's cards and payments industry is well developed, and consumers are prolific users of payment cards. According to a February 2016 Mastercard survey, New Zealand has the lowest cash use among OECD countries, and around half of survey participants expect cash payments to cease in the next 10 years. A strong banked population and high financial awareness among New Zealanders has driven payment card penetration in the country. The frequency of use of payment cards in New Zealand stood at 117.0 in 2017 - the highest figure among its peers. At the core of the payment market is consumers' embrace of debit cards and EFTPOS, which has been the main driver behind the growth in all non-cash payments. It is a highly mature market in terms of card penetration, although consumers appear to struggle with credit cards as a payment option. Mobile payments need to focus on replicating the convenience of debit cards, which have benefited from the widespread rollout of contactless.

Payments Landscape in New Zealand: Opportunities and Risks to 2021

Published by GlobalData

Pub. Date 2018/05/29

Price

USD 2750 PDF by E-mail (Single User License) ~

USD 8250 PDF by E-mail (Global License)

www.giiresearch.com/ce/585589

GlobalData's "Payments Landscape in New Zealand: Opportunities and Risks to 2021", report provides detailed analysis of market trends in New Zealand's cards and payments industry. It provides values and volumes for a number of key performance indicators in the industry, including credit transfers, direct debit, payment cards, and cheques during the review-period (2013-17e).

The report also analyzes various payment card markets operating in the industry, and provides detailed information on the number of cards in circulation, transaction values and volumes during the review-period and over the forecast-period (2017-21f). It also offers information on the country's competitive landscape, including the market shares of issuers and schemes.

The report brings together GlobalData's research, modeling, and analysis expertise to allow banks and card issuers to identify segment dynamics and competitive advantages. The report also covers details of regulatory policy and recent changes in the regulatory structure.

Payments Landscape in Thailand: Opportunities and Risks to 2021

Published by GlobalData

Pub. Date 2018/05/25

Price

USD 2750 PDF by E-mail (Single User License) ~

USD 8250 PDF by E-mail (Global License)

www.giiresearch.com/ce/646084

GlobalData's "Payments Landscape in Thailand: Opportunities and Risks to 2021", report provides detailed analysis of market trends in Thai cards and payments industry. It provides values and volumes for a number of key performance indicators in the industry, including cash, direct debit, credit transfers, payment cards, and cheques during the review-period (2013-17e).

The report also analyzes various payment card markets operating in the industry, and provides detailed information on the number of cards in circulation, transaction values and volumes during the review-period and over the forecast-period (2017e-21f). It also offers information on the country's competitive landscape, including the market shares of issuers and schemes.

The report brings together GlobalData's research, modeling, and analysis expertise to allow banks and card issuers to identify segment dynamics and competitive advantages. The report also covers details of regulatory policy and recent changes in the regulatory structure.

Artificial Intelligence in BFSI Market Size By Component, By Technology, By Application, By End-Use, Industry Analysis Report, Regional Outlook, Growth Potential, Competitive Market Share & Forecast, 2018 - 2024

Published by Global Market Insights Inc.

Pub. Date 2018/05/23

Price

USD 4500 PDF (Single User License) ~

USD 8500 PDF (Enterprise User License)

www.giiresearch.com/ce/648652

AI in BFSI Market is projected to exceed USD 25 billion by 2024. The market is driven by the growing requirement among the financial institutes to improve customer experience, gain customer loyalty along with the high intensity of competition among the market players. As the competition among the market players is rising and the customers are becoming more empowered, financial institutes are looking for cutting-edge technologies to provide a better experience and retain customers.

Furthermore, an increase in the digital data and investments by the venture capitalists in AI and fintech market space are major forces driving the market growth. In addition, the rising partnership between financial institutes and fintech companies to integrate technology into the core financial services will also foster the growth.

However, the financial institutes are hesitant to use AI-powered products due to the safety and security problems related with AI. Moreover, the black box effect and the low accuracy of the intelligent algorithms hinder the market revenue.

2018: Key Trends in Retail Banking

Published by GlobalData

Pub. Date 2018/05/23

Price

USD 5250 PDF by E-mail (Single user license) ~

USD 15750 PDF by E-mail (Global license)

www.giiresearch.com/ce/444501

Several trends will drive developments in retail banking in 2018, including factors as diverse as changes to the regulatory environment, the development of open banking, improvements in digital servicing, and the reconfiguring of branch networks.

This report identifies seven key trends that will shape the retail banking market in 2018, to which providers will need to respond and adapt. It offers insight into -

- The likely impact of technological developments on the retail banking industry in 2018.
- Changes in the competitive and regulatory environments.
- Which providers are making the most headway in responding to and taking advantage of the these trends.

Blockchain Adoption in Insurance: The Story So Far

Published by IDC

Pub. Date 2018/05/21

Price

USD 4500 PDF by E-mail (Single User License)

www.giiresearch.com/ce/643438

"Blockchain is a largely unknown territory for insurers. However, based on the initial use cases, there is no doubt about the technology's potential to support the delivery of secure and frictionless sales and service experience. It is therefore important for insurers to understand the forces that drive future spending in the area and start developing proofs of concept for the use cases that are most relevant and beneficial for them," said Sabitha Majukumar, senior research analyst, IDC Financial Insights.

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Global BFSI Security Market - Segmented by Type of Security, Services, End-User Sub-Vertical, and Region - Growth, Trends, and Forecast

Published by Mordor Intelligence LLP

Pub. Date 2018/05/18

Price

USD 4250 PDF by E-mail (Single User License) ~

USD 8750 PDF by E-mail (Corporate License)

www.giiresearch.com/ce/393665

The BFSI security market was valued at USD 32.7 billion in 2017 and is projected to reach USD 62.7 billion by the end of 2023, growing at a CAGR of 11.43% over the forecast period (2018-2023). The scope of the report is limited to the type of securities and services provided in sub-verticals of the financial sector. The regions considered in the scope of the report include - North America, Europe, Asia-Pacific, Latin America, and Middle East & Africa.

BFSI provides the foundation for many of the financial exchanges of all the other sectors. It has become an integral part of other key infrastructure systems and an important component of the overall national critical infrastructure. As technological advancements are exponentially rising in the BFSI domain, new security challenges are also emerging. Now-a-days, most of the banking and financial institutions are using cloud services to perform their tasks. Increasing digitization of the BFSI, rise in cyber data breaches, and increasing adoption of cloud-based security services are the driving factors of the BFSI security market.

Payments Landscape in Uruguay: Opportunities and Risks to 2021

Published by GlobalData

Pub. Date 2018/05/18

Price

USD 2750 PDF by E-mail (Single User License) ~

USD 8250 PDF by E-mail (Global License)

www.giiresearch.com/ce/646083

GlobalData's "Payments Landscape in Uruguay: Opportunities and Risks to 2021", report provides detailed analysis of market trends in the Uruguayan cards and payments industry. It provides values and volumes for a number of key performance indicators in the industry, including credit transfers, direct debit, payment cards, and cheques during the review-period (2013-17).

The report also analyzes various payment card markets operating in the industry and provides detailed information on the number of cards in circulation, transaction values and volumes during the review-period and over the forecast-period (2017-21f). It also offers information on the country's competitive landscape, including market shares of issuers and schemes.

The report brings together GlobalData's research, modeling, and analysis expertise to allow banks and card issuers to identify segment dynamics and competitive advantages. The report also covers detailed regulatory policies and recent changes in regulatory structure.

Global Algorithmic Trading Market 2018-2022

Published by TechNavio (Infiniti Research Ltd.)

Pub. Date 2018/05/15

Price

USD 2500 PDF by E-mail (Single User License) ~

USD 5000 PDF by E-mail (Global License)

www.giiresearch.com/ce/361563

Algorithmic trading is a trading system that utilizes advanced and complex mathematical models and formulas to make high-speed decisions and transactions in financial markets.

Technavio's analysts forecast the Global algorithmic trading market to grow at a CAGR of 10.36% during the period 2018-2022.

Covered in this report

The report covers the present scenario and the growth prospects of the algorithmic trading market. To calculate the market size, the report considers the revenue generated from the services provided by the trading service providers.

The market is divided into the following segments based on geography:

- Americas
- APAC
- EMEA

Technavio's report, Global Algorithmic Trading Market 2018-2022, has been prepared based on an in-depth market analysis with inputs from industry algorithmic experts. The report covers the market landscape and its growth prospects over the coming years. The report also includes a discussion of the key vendors operating in this market.

Global Trade Finance Market 2018-2022

Published by TechNavio (Infiniti Research Ltd.)

Pub. Date 2018/05/14

Price

USD 2500 PDF by E-mail (Single User License) ~

USD 5000 PDF by E-mail (Global License)

www.giiresearch.com/ce/291314

Trade finance represents monetary activities related to commerce and international trade. Trade finance includes lending, factoring, the issue of letter of Credit (LC), export-credit services, and insurance services.

Technavio's analysts forecast the Global trade finance market to grow at a CAGR of 3.75% during the period 2018-2022.

Covered in this report

The report covers the present scenario and the growth prospects of the trade finance market. To calculate the market size, the report considers the revenue generated from the commerce and international trading services.

The market is divided into the following segments based on geography:

- Americas
- APAC
- EMEA

Technavio's report, Global trade finance market 2018-2022, has been prepared based on an in-depth market analysis with inputs from industry experts. The report covers the market landscape and its growth prospects over the coming years. The report also includes a discussion of the key vendors operating in this market.

Customer Engagement with Financial Advice

Published by GlobalData

Pub. Date 2018/05/14

Price

USD 5250 PDF by E-mail (Single User License) ~

USD 15750 PDF by E-mail (Global License)

www.giiresearch.com/ce/642047

Advisors have a key opportunity to improve customer engagement with financial advice using technology, and must embrace technology to improve access to advice and increase customer engagement. Digital solutions will provide access to advice for a cheaper fee for customers currently underserved because they do not want to pay or cannot afford to access advice. Digital solutions will additionally improve consumer engagement with advice and their finances, even for those currently accessing the advice market. Technology can help customers monitor and manage their finances more frequently and conveniently.

The advice gap is huge in the UK. Over 56% of consumers are not accessing financial advice. Regulators must work with all players in the financial services industry to improve access. They must educate, invest in, and incentivize players to develop technology to do so. Digital solutions will provide access to advice for a cheaper fee for customers currently underserved because they do not want to pay or cannot afford to access advice.

Payments Landscape in Croatia: Opportunities and Risks to 2021

Published by GlobalData

Pub. Date 2018/05/14

Price

USD 2750 PDF by E-mail (Single User License) ~

USD 8250 PDF by E-mail (Global License)

www.giiresearch.com/ce/639231

The Croatian payment card market is growing, with a card penetration rate of about 2.1 cards per inhabitant in 2017, mainly because of the country's high banked population. Despite this, payment card frequency of use in Croatia is one of the lowest among its peer countries, reflecting the cash-dominated nature of the Croatian economy and limited financial awareness among consumers.

Credit transfers are used for both high-value corporate and low-value retail payment transactions. The EuroNCS payment system, which became operational in June 2016, is used for the settlement of national and cross-border Single Euro Payments Area (SEPA) credit transfers made in euros. Settlement of high-value payment transactions in Croatian kuna is via the Croatian Large Value Payment System, which operates on a real-time gross settlement basis.

The adoption of payment cards increased during the review period. Their proportion of transaction volume crossed 46% in 2017, up from around 43% in 2013. A rising banked population and improved payment infrastructure led to this growth. Over the next five years, payment card growth will be supported by increased contactless payment adoption.

Automotive Usage-Based Insurance (UBI) Market Report 2018-2028: Forecasts by Pricing Model, by Data Collection Method, by Technology Incorporated, by Geography, Plus Leading Telematics Service Providers & Companies Developing Insurance Telematics

Published by Visiongain Ltd

Pub. Date 2018/05/11

Price

GBP 2699 Unprintable PDF (Single User) - 1 Year License ~

GBP 6999 PDF (Global Site License - Includes Free Datasets)

www.giiresearch.com/ce/336969

The rising share of digital distribution of automotive insurance sales and arrival of connected cars, has led Visiongain to publish this timely report. The automotive UBI market has 65.1 million policyholders and is expected to flourish in the next few years because of rapid development and adoption of the Connected Car and also because of growth of Automotive UBI products is expected to feed through in the latter part of the decade driving growth to new heights. If you want to be part of this growing industry, then read on to discover how you can maximise your investment potential.

Wealth in Germany: HNW Investors 2018

Published by GlobalData

Pub. Date 2018/05/10

Price

USD 3450 PDF by E-mail (Single user license) ~

USD 10350 PDF by E-mail (Global License)

www.giiresearch.com/ce/363202

Germany has an established and mature wealth market. The recent upswing in the German economy and the strength of its stock market performance have presented significant opportunities for German wealth managers. However, with changes to capital gains tax on the horizon and falling real returns in the traditionally preferred safe havens of deposits and bonds, the role of wealth managers in a traditionally risk-averse market will become more challenging.

German HNW investors are typically older than their European counterparts. While the bulk fall into the 51-70 year-old age bands, the country has an above-average proportion of HNW investors aged over 70. In addition, female HNW investors remain under-represented in the German market, with the highest proportion also falling into this oldest age band.

India Assessment Services Market By Assessment Type (Entrance Assessment Services, Recruitment & Promotion Assessment Services & Certification Assessment Services), By Online Vs. Offline Medium, Competition Forecast & Opportunities, 2016 - 2021

Published by TechSci Research

Pub. Date 2018/05/09

Price

USD 2500 Unprintable PDF by E-mail (Single User License) ~

USD 5000 Printable & Editable PDF by E-mail (Multi-User License)

www.giiresearch.com/ce/635161

According to "India Assessment Services Market By Assessment Type, By Online Vs. Offline Medium, Competition Forecast & Opportunities, 2016 - 2021", assessment services market is projected to cross \$ 750 million by 2021 in India, during the forecast period. Anticipated growth in the market is backed by increasing number of competitive examinations and certifications, growing need for skill assessment for increasing employability, and rising population of the young labor force in the country. Moreover, increasing demand from competition conducting authorities to enroll specialist exam conducting companies and growing preference among corporates and the government to opt for online exams is expected to drive assessment services market in India over the coming years. Some of the major players operating in India assessment services market are MeritTrac Services Pvt. Ltd., Mettl Online Assessment, Aspiring Minds, Sify Technologies Limited, CoCubes Technologies Pvt. Ltd., eLitmus Evaluation Pvt. Ltd., Tata Consultancy Services Limited, EdCIL (India) Limited, Prometric Testing Pvt Ltd, and Pearson India Education Services Pvt. Ltd., among others. "India Assessment Services Market By Assessment Type, By Online Vs. Offline Medium, Competition Forecast & Opportunities, 2016 - 2021" discusses the following aspects of assessment services market in India:

Insurance Analytics Market by Component, Business Application (Claims Management, Risk Management, Customer Management and Personalization, Process Optimization), Deployment Model, Organization Size, End-User, and Region - Global Forecast to 2023

Published by MarketsandMarkets

Pub. Date 2018/05/07

Price

USD 5650 PDF by E-mail (Single User License) ~

USD 10000 PDF by E-mail (Global License)

www.giiresearch.com/ce/637892

MarketsandMarkets expects the global insurance analytics market to grow from USD 6.63 billion in 2018 to USD 11.96 billion by 2023, at a Compound Annual Growth Rate (CAGR) of 12.5% during the forecast period. Rapid adoption of data-driven decision-making process and advanced analytics techniques is driving the market. However, the lack of integration with legacy systems and varying structure of regulation policies are anticipated to limit the growth of the insurance analytics market.

"The risk management business application is expected to hold the largest market size by 2023"

Insurers require to effectively use their data to understand the potential risks, use counter measures to mitigate losses, or at the least, screen, pre-empt, and price for them in the underwriting process. Risk management involves identification, assessment, and management incorporating use of analytics to support decision-making process through clearly stating business goals and objectives, precise information management with better understanding of the trade-offs between risk and reward.

Readiness of Asia/Pacific Markets for Open Banking

Published by IDC

Pub. Date 2018/05/07

Price

USD 4500 PDF by E-mail (Single User License)

www.giiresearch.com/ce/636599

This is IDC Perspective is the third in IDC Financial Insights' series of reports on Open Banking. It highlights the readiness of each market in Asia/Pacific (excluding Japan) (APEJ) for the adoption of Open Banking, covering the key factors that work as fundamental drivers for any country to unleash the true potential of opportunities that Open Banking brings. Michael Araneta, AVP for IDC Financial Insights Asia/Pacific states, "At this point in 2018, Open Banking adoption will be prodded on by regulators who are themselves competing to be seen as the most proactive regulator in the region. The regulatory framework for Open Banking will be comprehensive, touching upon various aspects of customer data protection, IT security, systemic risk, and customer fairness. Banks will need to align their Open Banking strategies with these - ideally before their competitors succeed in doing so." "We expect that Open Banking will inevitably be a discussion within the bank. Banks must recognize the need to embrace digital transformation related to API banking and bank-fintech/TPP relationship at the highest levels of the organization and keep abreast of the new security solutions to support that in the future," says Anuj Agrawal, senior research manager, IDC Financial Insights Asia/Pacific.

Wealth in Singapore: HNWI Investors 2018

Published by GlobalData

Pub. Date 2018/05/03

Price

USD 3450 PDF by E-mail (Single user license) ~

USD 10350 PDF by E-mail (Global License)

www.giiresearch.com/ce/364721

Singapore's wealth market is highly competitive and established compared to the wider region, where the private banking concept is still relatively new - particularly when considering emerging markets such as the Philippines, Indonesia, and China. Singapore has emerged as a premium private banking hub that caters to the global HNWI elite, covering both offshore investors (who figure prominently here), and a substantial resident population that includes a large numbers of expats. As Southeast Asia's premier financial market, almost all international private wealth managers have operations in the country, meaning it has an unparalleled product and service range within the region but is also the most hotly contested market.

Singaporean HNWI individuals have made their fortunes predominantly through earned income, although business owners in one form or another are also significant. The most prominent industries from which HNWI individuals have amassed their wealth are financial services and real estate.

Payments Landscape in Iran: Opportunities and Risks to 2021

Published by GlobalData

Pub. Date 2018/05/03

Price

USD 2750 PDF by E-mail (Single User License) ~

USD 8250 PDF by E-mail (Global License)

www.giiresearch.com/ce/635182

Iran's payment card market recorded robust growth in terms of cards in circulation, transaction volume, and value during the review period (2013-17e), primarily supported by government initiatives to encourage electronic payments and reduce dependency on cash payments. Consumers are charged a fee for using cash to pay utility and mobile bills. Many banks refuse to accept bill payments through cash, forcing consumers to use cards. Barcode readers and POS terminals are installed in branches to facilitate bill payments using cards. Furthermore, many government organizations pay bonuses to their employees in the form of gift cards, which can only be used for making purchases but not for cash withdrawals. These initiatives have also led to an increase in the banked population. Consequently, the percentage of the population aged 15 or above with a bank account increased from over 87% in 2013 to more than 95% in 2017. The gradual adoption of contactless technology, supported by the availability of various alternative payment methods, is likely to drive the Iranian payment card market throughout the forecast period (2017-21f).

Compliance Training Market for Financial Institutions in the US 2018-2022

Published by TechNavio (Infiniti Research Ltd.)

Pub. Date 2018/05/03

Price

USD 2500 PDF by E-mail (Single User License) ~

USD 5000 PDF by E-mail (Global License)

www.giiresearch.com/ce/640169

This report covers the present scenario and the growth prospects of the compliance training market for financial institutions in the US during the forecast period.

Technavio's analysts forecast the compliance training market for financial institutions in the US to grow at a CAGR of 15.29% during the period 2018-2022.

Covered in this report

The report covers the present scenario and the growth prospects of the compliance training market for financial institutions in the US for 2018-2022. To calculate the market size, the report presents a detailed picture of the market by way of study, synthesis, and summation of data from multiple sources.

Technavio's report, Compliance Training Market for Financial Institutions in the US 2018-2022, has been prepared based on an in-depth market analysis with inputs from industry experts. The report covers the market landscape and its growth prospects over the coming years. The report also includes a discussion of the key vendors operating in this market.

Real Estate Global Industry Almanac 2013-2022

Published by MarketLine

Pub. Date 2018/05/02

Price

USD 2995 PDF by E-mail (Single User License) ~

USD 8985 PDF by E-mail (Enterprise License)

www.giiresearch.com/ce/518526

Global Real Estate industry profile provides top-line qualitative and quantitative summary information including: Industry size (value and volume 2013-17, and forecast to 2022). The profile also contains descriptions of the leading players including key financial metrics and analysis of competitive pressures within the Industry.

Synopsis

Essential resource for top-line data and analysis covering the global real estate Industry. Includes Industry size data, textual and graphical analysis of Industry growth trends and leading companies.

Key Highlights

The real estate industry looks at renting and leasing residential properties. The industry is valued using the total revenues generated by landlords via the leasing and renting of private and council properties.

Southeast Asia B2C E-Commerce Market 2018

Published by yStats.com GmbH & Co. KG

Pub. Date 2018/05/02

Price

USD 2450 Web Access - PDF & PPT (Single User License) ~

USD 4900 Web Access - PDF & PPT (Global Site License - Up to 10 Users)

www.giiresearch.com/ce/633712

Germany-based online business research company yStats.com's new report "Southeast Asia B2C E-Commerce Market 2018" forecasts eight-times the sales volume of last year by the middle of the next decade. Yücel Yelken, CEO of yStats.com commented on releasing the publication, "increasing connectivity, especially through mobile technology along with improvements in infrastructure are driving strong growth across this dynamic region."

Though online shopping currently registers only about 1% of total retail sales in most countries of Southeast Asia, the region is prepared for rapid expansion of B2C E-Commerce. Over 500 million people live in the six nations covered in the new yStats.com report, and that population is increasingly connecting to the Internet and moving toward making purchases online, with an eight-fold increase in online sales volume expected by 2025 compared to 2017. Indonesia, already the online sales volume leader in the region, is projected to have the highest growth rate in the region.

Payments Landscape in Azerbaijan: Opportunities and Risks to 2021

Published by GlobalData

Pub. Date 2018/05/02

Price

USD 2750 PDF by E-mail (Single User License) ~

USD 8250 PDF by E-mail (Global License)

www.giiresearch.com/ce/635181

Azerbaijan is a cash-oriented economy due to its high unbanked population, low financial awareness, and inadequate payment infrastructure. This is hindering the development of the country's financial system, including the payment card market, which remains at a nascent stage. In comparison to its peers; Poland, Russia, Ukraine, Romania, Turkey, and Kazakhstan, Azerbaijan has the lowest card penetration and payment card usage frequency. But with government initiatives to increase awareness of non-cash payments through financial literacy programs, a strategy for the development of financial services, cash withdrawal fees, and the introduction of new regulation limiting cash transactions, payment cards are anticipated to gain traction over the next five years. These are anticipated to record compound annual growth rates (CAGRs) of about 11.1% and 11.4% respectively in terms of transaction volume and value over the forecast period.

The Merchant Experience

Published by Mercator Advisory Group, Inc.

Pub. Date 2018/05/01

Price

USD 2950 PDF by E-mail (Single User License)

www.giiresearch.com/ce/632218

Mercator Advisory Group's latest Primary Data report, *The Merchant Experience*, is based on the company's new consumer survey, *Customer Merchant Experience Survey*. The online survey of 3,002 U.S. adult consumers, which was conducted in February 2018, explores consumers' merchant experiences as they shop in-store, online, and via mixed channels. The survey was designed with the goal of defining and highlighting consumer expectations for optimal experiences with merchants. Three content areas will be explored in a series of three reports:

- *The Merchant Experience*
- *Payments, ATMs and Prepaid: How Payments Align with Experience*
- *Shopping Behavior, Channel Usage, and Loyalty: How Behavior Aligns with Experience*

Ken Paterson, VP, Special Projects, Mercator Advisory Group, the author of this report comments: "One outcome for merchants from the revolution in e-commerce and multichannel shopping/order fulfillment has been an increased focus on customer experience. Once the province of specialized online commerce developers, customer experience is now a strategic concern that must be considered across in-store, mobile, and blended channel delivery, as well as traditional e-commerce."
