

READY OR NOT? GEARING THE BANK OPERATING MODEL TOWARDS DIGITAL AND OPEN BANKING READINESS

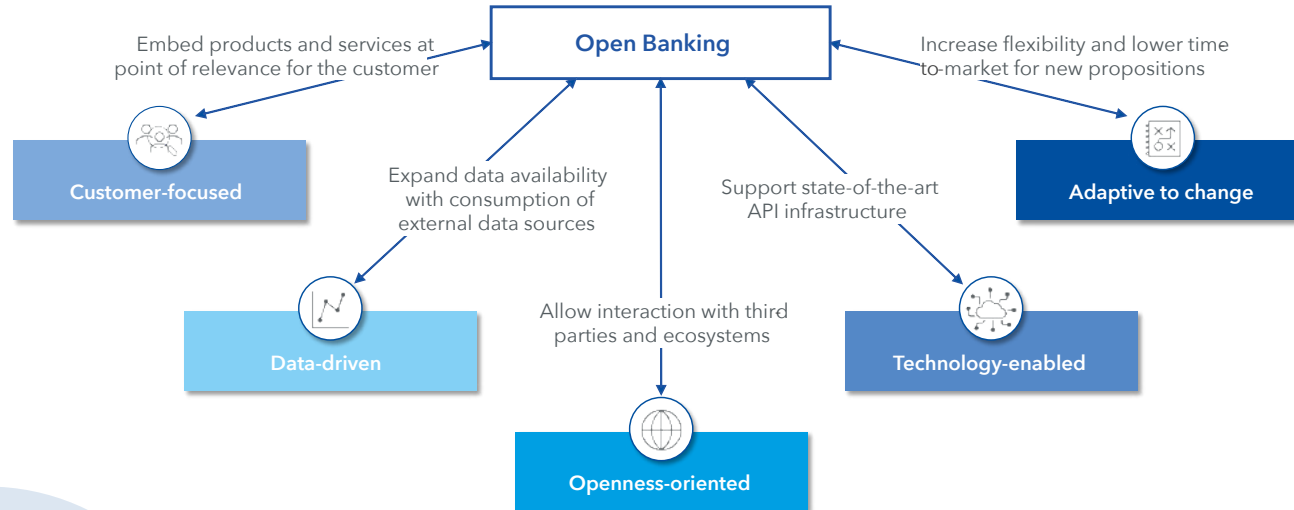
Financial institutions may each pursue a different route to making their operating model fit for the digital age, but they tend to agree that a bank has hit the road to success once it demonstrates the five characteristics of digital readiness:

- ☰ consistently focuses on its customers
- ☰ understands the value of data
- ☰ opens up to leverage ecosystem opportunities
- ☰ is enabled, rather than constrained by technology
- ☰ is agile and able to react at speed and with resolve to changes in its environment

Open Banking is a key ingredient for bringing these characteristics of digital readiness to life:

As many banks make progress with Open Banking and expand their API offerings, they also gain maturity in their Open Banking operating model set-up. Successfully engaging in Open Banking **requires embedding Open Banking activities in the bank's daily operations** such that they can be executed effectively.

This report investigates both the implications of digital readiness at large, as well as more specifically the requirements for successfully initiating Open Banking on an operating model level. Its goal is to offer a starting point for successful operating model transformation to properly execute this strategy in an increasingly digital environment – and to be able to adapt it more quickly in order to maximise the value it unlocks for its customers.



Source: EBA and Innopay analysis

Learn more:
[download the report](#)

EBA members can download the full report on the EBA Member Portal [▶](#)



FACT SHEET

Our mission

The mission of the EBA is to foster dialogue and experience exchange amongst payments industry practitioners towards a pan-European vision for payments. We pursue our mission through involving member organisations and relevant stakeholders in thought leadership on innovation, helping our members to understand and implement regulation and by supporting the development of market practices.

Our activities

The EBA activities cover four core areas:

- ≡ Thought Leadership & Innovation: advancing the understanding of new market trends through working groups, task forces and open fora.
- ≡ Market Practices & Regulatory Guidance: providing guidance on market regulation and implementation through practitioners' panels.
- ≡ Networking & Events: fostering pan-European practitioner exchange through EBAday and other events.
- ≡ Training & Education: providing training & educational services on relevant payments and transaction banking topics to the EBA community through summer and winter schools and e-learning.



Euro Banking Association (EBA)

40 rue de Courcelles
75008 Paris
France

Phone: +33 1 53 67 07 00

Fax: +33 1 53 67 07 07

www.abe-eba.eu