

Developing an Integrated Retail Payments Strategy



Challenges/Opportunities

A top-five UK bank recognized that it could increase profitability by taking an integrated approach to retail payments.

How We Helped

Advisors strategy consultants helped the bank identify and measure the revenue and profit drivers in its retail payments business. We then determined the most significant payments trends over the next five years by evaluating consumer behavior, competition, technology, and regulatory dynamics. Finally, we structured an assessment so that the bank could evaluate its relevant business and technology capabilities.

Results

Based on these findings, the bank reorganized and made strategic investments that capitalized on opportunities and prepared them to withstand probable threats.