

Research Overview

Transform financial services with digital innovation

IDC Financial Insights empowers financial institutions to accelerate innovation and transformation across banking, insurance, payments and wealth. We help organizations unlock value through open, agile, and secure infrastructure solutions that deliver seamless, personalized customer experiences. Our analysts guide the shift from legacy systems to modern digital platforms—boosting efficiency, profitability, customer engagement, and protection against risk and fraud.



Coverage

- ➔ Retail banking
- ➔ Corporate banking
- ➔ Risk, compliance, financial crime
- ➔ Wealth management
- ➔ Insurance
- ➔ Payments
- ➔ Crypto/Digital Assets
- ➔ Capital markets

2025 Key Strategic Research Themes and Business Priorities

Infrastructure modernization	Minimizing technology debt and leveraging the latest technologies to improve agility, innovation, and resilience. Data competency will be critical.
Customer and staff engagement	Using technology to improve customer loyalty and enhance staff productivity while strengthening retention and satisfaction.
Regulatory compliance	Anticipating and responding to existing and emerging regulations, while exploring the potential of technology to reduce the burden.
Digital Trust	Securing the entire value chain from customer identity to fraud detection and prevention in an increasingly complex and connected ecosystem
Business model and distribution model transformation	Collaboration, a connected ecosystem and advances in embedded finance transform customer intimacy, relevance and context.
Productivity and automation	Exploring new technologies to advance data-driven decision making and transition to leaner, efficient and eventually autonomous operations.

Research for Strategic Growth

Financial services industry intelligence:

- Worldwide program
- Americas program
- Asia/Pacific program
- European program

Financial services platforms and technologies:

- Worldwide program
- Asia/Pacific program
- EMEA program

Industry targeted areas worldwide

- Consumer banking digital strategies
- Corporate banking digital strategies
- Capital markets, wealth and digital asset strategies
- Compliance, fraud and risk analytics strategies
- Payment strategies
- Insurance digital strategies
- China financial digital strategies

Data-Driven Decisions Start Here

Tech Spending & Market Intelligence

- Banking
- Insurance
- Capital markets

Featured Spending Guides

- Banking IT Spending Guide
- Capital Markets IT Spending Guide
- Insurance IT Spending Guide
- ICT Spending Guide Enterprise and SMB
- Software and Public Cloud Services
- Security
- AI and Generative AI
- Big Data and Analytics
- Digital Transformation
- Internet of Things
- Edge
- Augmented and Virtual Reality

IT Wallet Share: Industry Tech-Buyer Data

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