

Buy, Build, Extend, Assemble: The Modern Banking Development Platform

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Banks must support digital transformation at scale, but conventional development of internal platforms hinders long term results. To create a modern banking development platform banks must take a different path...

LATE AND OVERBUDGET PROJECTS LEAD TO SPIRALING TECHNICAL DEBT

Many customer-facing banking systems are delivered late and overbudget.



52% of projects took longer than expected to actually deliver



45% were significantly over budget



Late projects are only updated **once a year or less**

LATE PROJECTS ARISE FROM INFLEXIBLE TECHNOLOGIES, POOR DECISION MAKING

Of all projects that needed to move faster:

57% were constrained by other projects/teams

43% hit architecture or performance challenges

25% spent too much time on basic capabilities instead of new features

BANKS MUST EVOLVE HOW THEY SOURCE PLATFORM COMPONENTS

Internally built services, APIs, and platforms are currently leveraged most often, but . . .

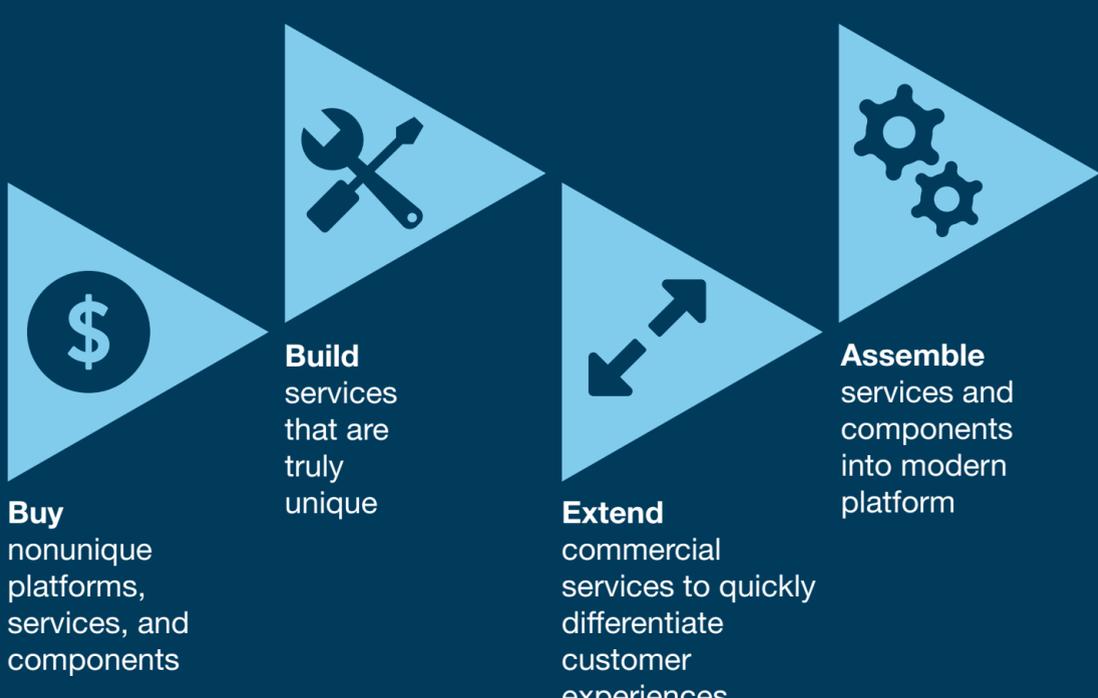
64% of respondents agree the total cost of ownership was higher than commercial or open source alternatives.

Projects that went 25% or more over budget were more likely to reuse internal components.



Issues with TCO, quality, and CX are more likely to occur when internal assets are mandated, rather than selected as a best fit.

TO DIFFERENTIATE, RETHINK YOUR BANKING DEV PLATFORM WITH A BUY, BUILD, EXTEND, AND ASSEMBLE APPROACH



Methodology: : In this study, Forrester conducted an online survey of 210 banking and financial services firms in the US, UK, Canada, France, and Germany to evaluate challenges that their firms face in building customer-facing applications today. Survey participants included business and technology decision makers who are responsible for decisions regarding the development of customer-facing applications/systems, or developers working directly on these systems. The study was completed in March 2018.

Source: A commissioned study conducted by Forrester Consulting on behalf of Avoka, March 2018
Base: 210 decision makers in US, Canada, France, Germany, and UK companies with 2,500+ employees

[Read the full study](#)