



## 2018 Small Business Digital Banking & Payments Trends

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Development in digital banking and payments services for small businesses has lagged significantly behind consumer and commercial banking, leaving many business owners and operators managing their finances and paying suppliers on platforms that are ill-fitting and inadequate. And while small business banking has the potential to be highly profitable, the segment is also at risk of commoditizing and fragmenting financial relationships as business owners embrace digital services that position the bank as a transaction processor only. Javelin has identified three areas that present key opportunities for bankers to help their valuable small business customers better manage their business finances and run day-to-day operations in 2018. These include the plethora of opportunities offered by artificial intelligence, the ability for banks to differentiate and demonstrate omnichannel competence in small business digital account opening, and an exploration of the small business implications of various faster payments initiatives.



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