



2020 Cybersecurity Trends

03 December 2019 By: Sean Sposito

Financial institutions (FIs) are driving towards a future where there's little difference between online and offline banking. In that world where the edge of a firm's business is better defined by an omni-channel experience than just its brick-and-mortar branches, information security is a customer-facing service. It's a quality issue. And, most importantly, it is a potential driver of the bottom line — not just an internal function -- protecting against malicious infections and insider threats.

It's all a part of the covenant our industry keeps with retail banking customers. In the New Year, Javelin expects:

- **Criminal communities - with various motivations, financial and political - using disinformation** over social media channels to confuse and affect the behavior of banks and their customers.
- **FIs, payments providers, and networks to increasingly fuse their fraud and information security detection and prevention functions** to create cohesive teams focused on upending innovative, digital financial crime.
- **Digital identity providers to employ non-consensus, private blockchains to manage customers' privacy** over complex ecosystems of retailers, banks, and payment schemes.

Copyright ©2020 Escalent and/or its affiliates. All rights reserved. No portion of these materials may be copied, reproduced, distributed or transmitted, electronically or otherwise, to external parties or publicly without the permission of Escalent.

javelinstrategy.com

inquiry@javelinstrategy.com

925.225.9100