



2021 Payments Trends

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The changes in consumer behavior and technology each influence Javelin's 2021 industry trends. A new normal has set in, one where the industry needs to be more agile than in the past ten years combined but also one where innovation is thriving.

The challenge for payment executives is to figure out how to remain competitive and diversify revenues. One mistake to avoid: expecting the wheels of innovation and change to slow down. Rather, the focus should be on adopting a more inclusive and modern payment strategy that ensures future viability. This will require hard conversations but necessary ones that, if done correctly, can secure years of success.

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