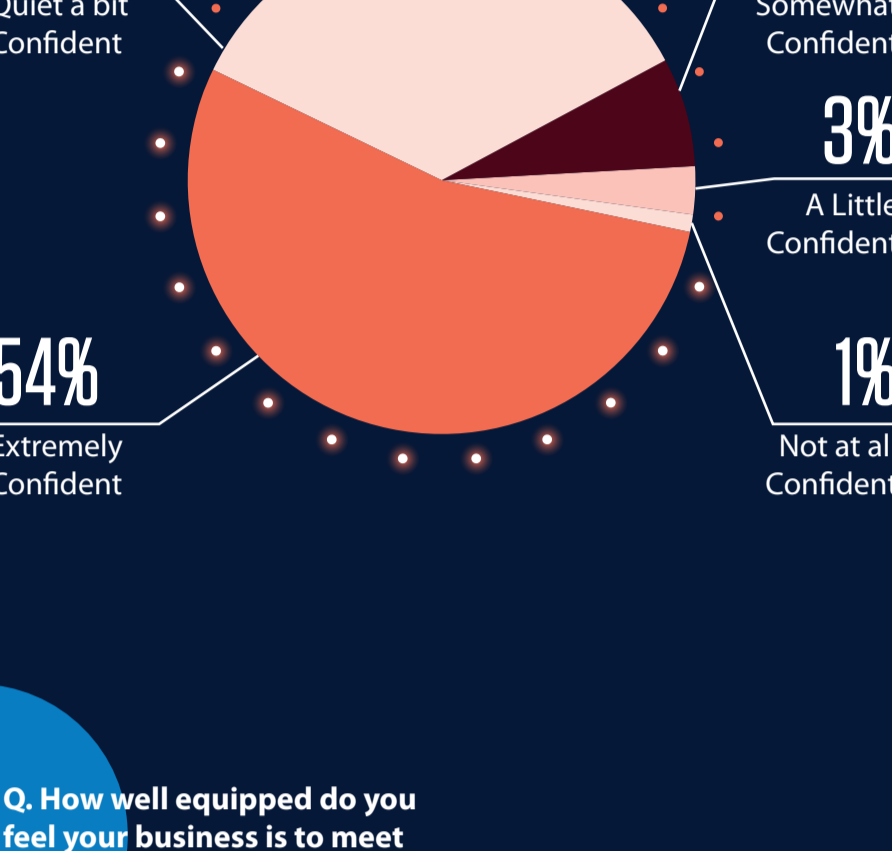


# Accelerating digital transformation in retirement services

Infosys global survey in March 2021 with 293 senior respondents from retirement providers

## Digital transformation accelerated massively in 2020

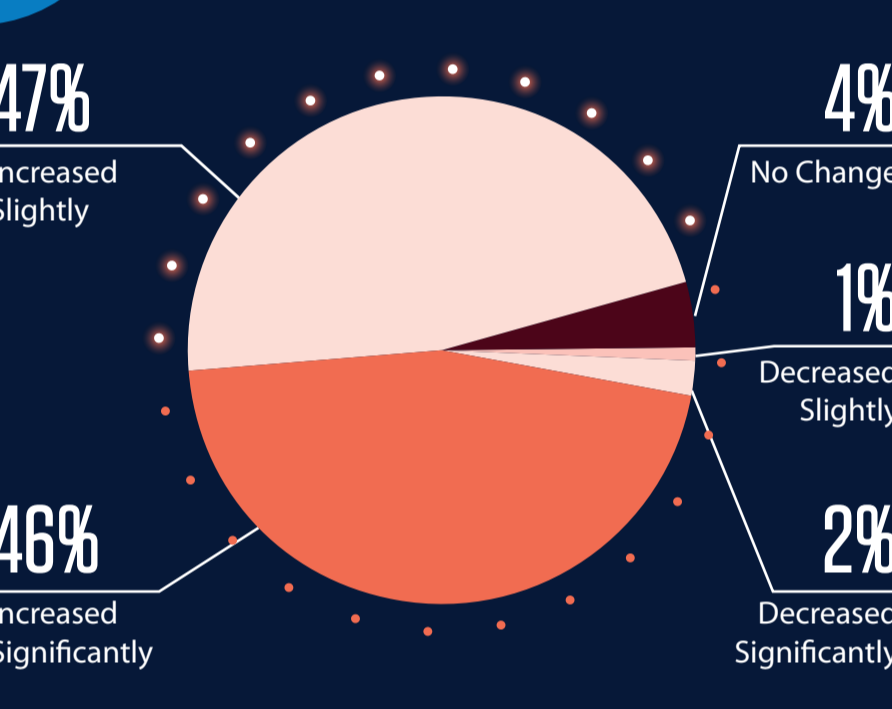
### Retirement providers are confident and believe they are well-equipped to face future customer demands



Q. How confident do you feel about the future of your industry to transform and meet customer needs?



Q. How well equipped do you feel your business is to meet the changing demands of your customers and the industry?



## Retirement providers are feeling the pressure of rapid transformation

Q. Over the last 12 months, how do you feel the pressure on digital transformation has changed within your organization?



## Retirement providers still face digital transformation challenges

While digital transformation is accelerating at a faster pace, there are still major hurdles to overcome. The top challenges include:



## Future strategic objectives

To support future strategic objectives the top three digital technologies include:



Top three digital initiatives include:



## Modernizing core recordkeeping and administration systems is of paramount importance

Core recordkeeping and administration systems are the lifeblood of providing effective retirement services. Keeping the systems technologically updated is key and still remains of paramount importance.

Q. How important is modernizing your core recordkeeping and administration systems?



Q. What are the largest barriers you see to changing your core recordkeeping and administration systems?

