

Transitioning from On-premise to SaaS

400+

financial leaders from 32 countries participated in Bottomline's global survey to share key insights into their digital payments transformation strategy.

Covering **real-time** and **cross-border payments**, **ISO 20022 messaging**, **SaaS migrations**, **compliance**, **fraud monitoring**, and **payments verification**, the report and infographic dive into how institutions are advancing to **meet customer expectations and industry benchmarks**.

TOP 6 PRIORITIES FOR BANKING AND NON-BANKING FINANCIAL INSTITUTIONS OVER THE NEXT 12 MONTHS

1.

40%

Mitigating payment fraud risk

2.

32%

Adopting new payment rails such as real-time payments

3.

32%

Hitting compliance and regulatory deadlines, e.g. ISO 20022

4.

25%

Replacing legacy infrastructure to improve operational efficiency

5.

24%

Creating new revenue streams using digital overlays

6.

23%

Updating cross-border payments strategy

*Figures across this infographic exceed 100% as respondents could select multiple options.



Transitioning from On-premise to SaaS

44%

of institutions believe SaaS **improves scalability**

41%

cite **end-to-end efficiency**

HOW SaaS DRIVES OPERATIONAL EFFICIENCY

Scalability

44%

End-to-end operational efficiency

41%

Speed to market

39%

Cost

34%

Automatic compliance with industry mandates

32%

SaaS adoption in banking is projected to grow from

\$54B

to

\$130B

in 2022

in 2027

*Source: "Software as a Service Market: Technologies and Global Markets" – BCC Research Report

SUMMARY

SaaS adoption in banking is accelerating as institutions seek scalable, resilient, and efficient solutions. Key benefits include enhanced resilience, seamless regulatory compliance, and improved scalability. While legacy systems remain a challenge, a phased or hybrid approach enables a smooth transition, positioning institutions competitively in the global payments landscape.

STRATEGIES



Expand Connectivity

Access real-time payments, open banking, and global markets through a unified SaaS platform.



Centralise Financial Visibility

Control and monitor financial data with a secure, compliant SaaS platform for global transparency.



Streamline Service Access

Unify payments, cash, and messaging on a scalable SaaS platform for seamless operations.



Improve Operational Agility

Leverage SaaS platforms to quickly adapt to market changes, scale operations seamlessly, and introduce innovative services with minimal disruption.

KEY TAKEAWAY



SaaS adoption empowers institutions with **scalable, cost-efficient solutions** that **enhance operational resilience**, **automate compliance**, and **accelerate payment innovation**.

66%

North America

76%

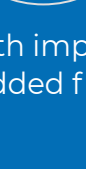
Europe

INDUSTRY BENCHMARK

In 2024, 66% of North American banks plan to modernise their systems within a year, compared to 76% in Europe.



How well does your current infrastructure support global connectivity, financial visibility, and compliance in today's evolving payments landscape?



Aligning Banking Services with Customer Expectations

PRIORITIES FOR MEETING AND EXCEEDING CUSTOMER EXPECTATIONS OVER THE NEXT 12 MONTHS

52%

Ensuring business services are accessible, efficient, reliable and secure

38%

Offering innovative technology

27%

Access and visibility of transactional data

21%

Multi-banks, multi-channel cash balance position in real-time

21%

Support with implementing embedded finance

The payments landscape is evolving rapidly, driven by innovations in **real-time payments**, **cross-border capabilities**, and **ISO 20022 messaging**.

To meet evolving customer demands, institutions must **transform their infrastructure**, **leverage SaaS solutions for agility**, and **integrate robust fraud prevention measures** to ensure security and trust.

Bottomline is a global leader in business payments and financial technology solutions, empowering banks and financial institutions to stay ahead of industry changes.

Benchmark your institution

Take the Live Survey

Gain deeper insights into the findings by reading the the 'The Future of Competitive Advantage in Banking and Payments Report 2024'.

Download the Report