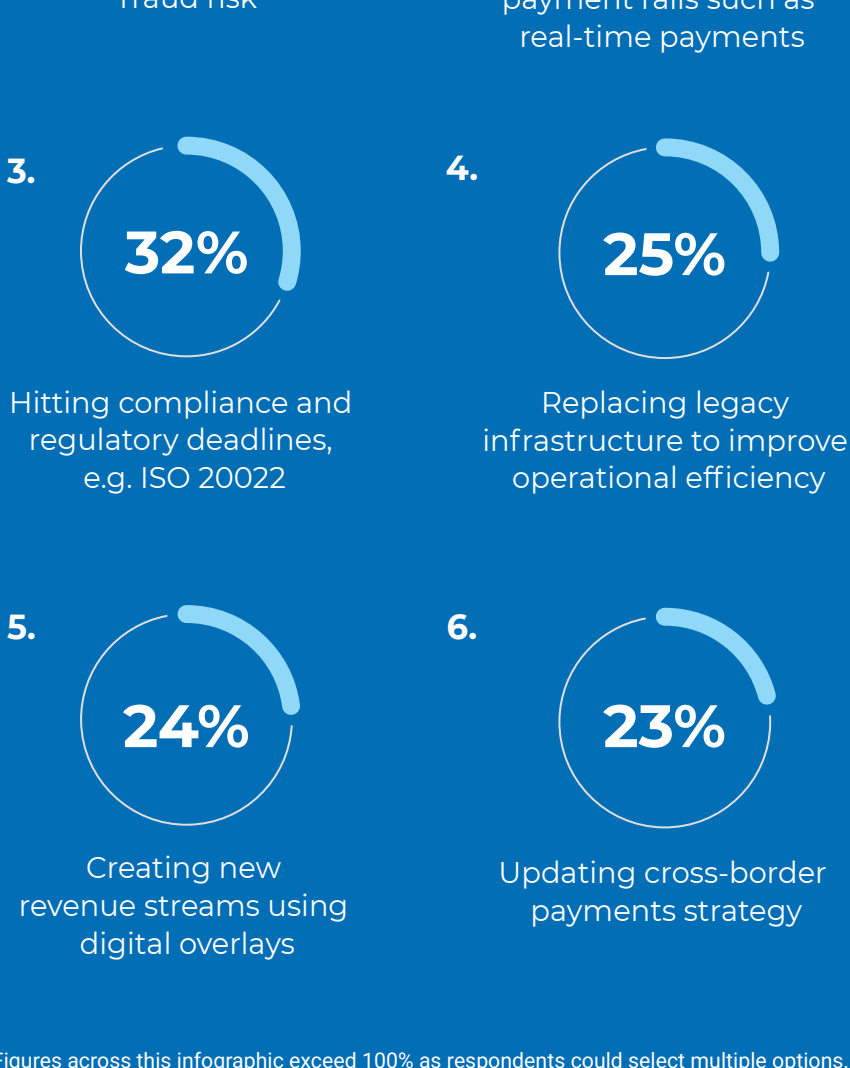


Real-Time/Instant Payments

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



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



Real-Time/Instant Payments

30% cite legacy infrastructure as the biggest barrier to real-time payments.

KEY PAIN POINTS WITH THE CURRENT PAYMENT INFRASTRUCTURE

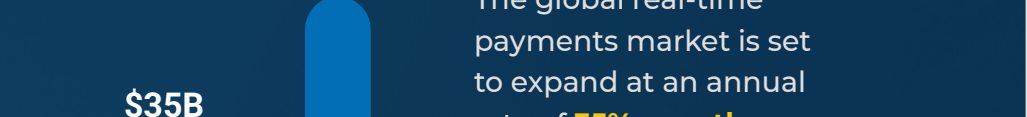
Legacy systems being an obstacle to keeping pace with industry changes and regulations in a speedy and efficient way



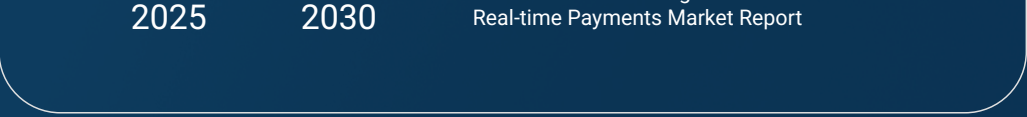
Lack of operational efficiency



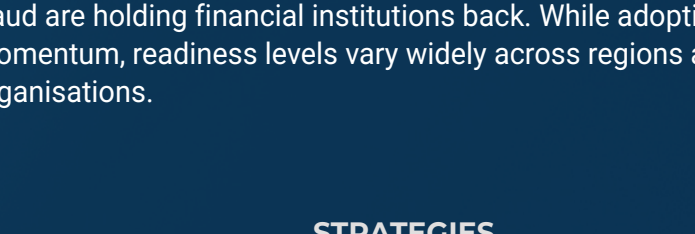
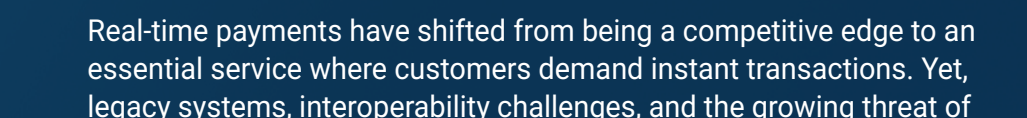
Siloed infrastructure across business lines



Seamless access to multiple payment rails



Limited in-house IT resources



The global real-time payments market is set to expand at an annual rate of **35% over the next five years**.

*Source: MordorIntelligence Real-time Payments Market Report

SUMMARY

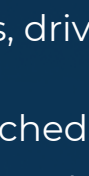
Real-time payments have shifted from being a competitive edge to an essential service where customers demand instant transactions. Yet, legacy systems, interoperability challenges, and the growing threat of fraud are holding financial institutions back. While adoption is gaining momentum, readiness levels vary widely across regions and organisations.

STRATEGIES



Upgrade Infrastructure

Invest in scalable, SaaS-enabled systems designed for real-time operations and evolving industry demands.



Interoperability Focus

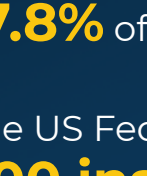
Align systems with regional and global standards (e.g. SEPA Inst, FedNow) for seamless processing.



Fraud Mitigation

Deploy enhanced fraud detection tools to safeguard instant payment ecosystems.

KEY TAKEAWAY



Modernise for real-time payments by **overcoming legacy infrastructure, ensuring system interoperability, and enhancing fraud detection**.

INDUSTRY BENCHMARK

Adoption of real-time payments in Europe has reached **17.8%** of all credit transfers, driven by SEPA Inst.

The US FedNow system launched in 2023 with **700 institutions** connected, signalling growing global adoption.

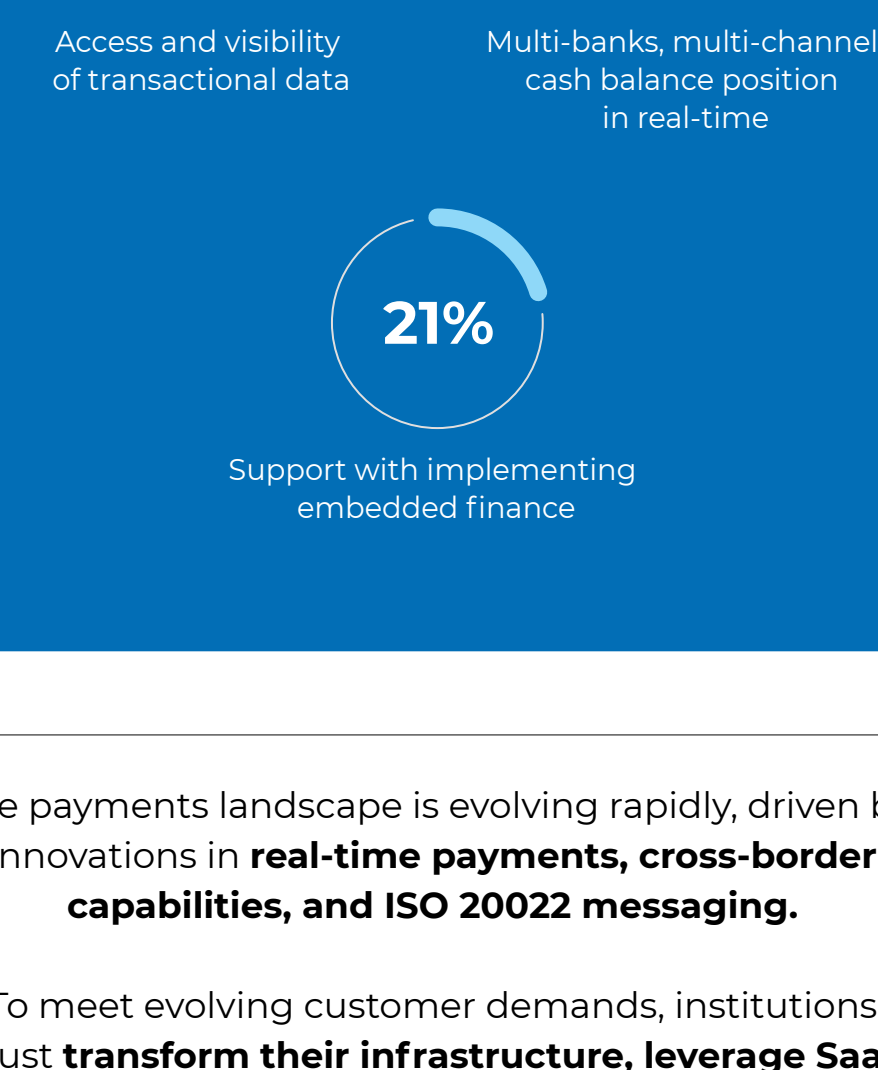


How does your real-time payments strategy measure up against the industry's push for faster, more transparent transactions?



Aligning Banking Services with Customer Expectations

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



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