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**September 29th 2021: Financial Intelligent Automation in the Digital Bank: Payments**

Today's podcast explores "Financial Intelligent Automation in the Digital Bank: Intelligent Payments." The IDC Financial Insights Team of Aaron Press, Marc DeCastro and Jerry Silva discuss the benefits of using intelligence, rather than 'blunt rules', to automate payment processes according to a set of business objectives. Learn how automation benefits the bottom line in multiple ways: reduced cost from errors and fraud, reduced cost from overhead, and higher revenue from a better customer experience. Artificial Intelligence (AI) and Machine Learning (ML) can improve processes and reduc

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**Featured Guests**



**Aaron Press**

Aaron Press is Research Director for IDC Insights responsible for the Worldwide Payments practice. Mr. Press core research coverage includes bank, corporate, and merchant challenges around the evolution of payment networks, systems, and technology, fraud and security risks, and legal and regulatory issues. Aaron has held key strategic roles at leading paymentoriented companies, including LexisNexis Risk Solutions, Gemalto now Thales, Chase Paymentech now Chase Merchant Services, and Alliance Data. His experience also includes market and competitive intelligence roles at IBM and The Thomson Corp. now Thomson Reuters. In addition, prior to joining Thomson, Aaron was an analyst with IDC, cove

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**Marc DeCastro**

Marc DeCastro is Research Director for IDC Financial Insights responsible for the consumer banking engagement strategy practice. Mr. DeCastros core research coverage includes the complete omniexperience journey for the retail customer, including branch transformation, digital product strategies, contact center and onboarding. Based on his background covering the consumer banking space, Mr. DeCastros research also includes a particular emphasis on how consumer trends and habits are forming the next generation products and services that utilize current and emerging technology.

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Guest Image

**Jerry Silva**

Jerry Silva is program vice president for IDC Financial Insights leading the Global Banking research program. Jerry's research focuses on digital transformation in banking worldwide. He draws on over 30 years of experience in the financial services industry, covering a variety of topics, from banking infrastructures, cloud, core banking systems, technology workforce optimization, security and fraud, IT work resources, and enterprise mobility.

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