

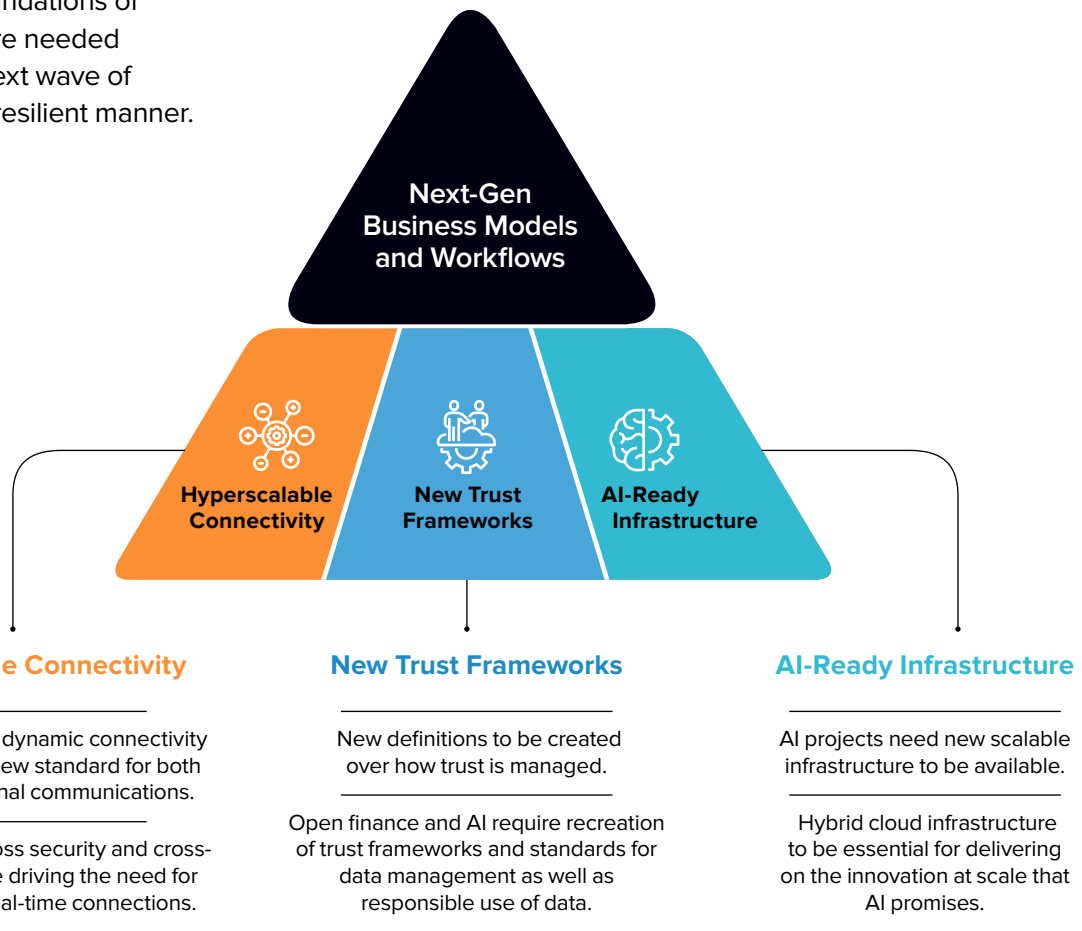
Shaping Resilient Financial Services for the Digital Future



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Next-Gen Primary Foundations

Three major foundations of infrastructure are needed to deliver the next wave of innovation in a resilient manner.



Source: IDC, 2025

New Digital Drivers of Hyperscalable Connectivity, New Trust Frameworks, and AI-Ready Infrastructure

New paradigms for technology are rapidly emerging within the financial services sector as both banks and insurers transform their business models and workflows to drive new value. To support this innovation, three key foundations have emerged: hyperscalable connectivity, new data dimensions, and AI-ready infrastructure. These foundations are essential for enabling the next wave of transformation, positioning financial institutions to achieve greater resilience and drive innovation in an ever-evolving landscape.

Hyperscalable Connectivity: The Institutionwide Benchmark

The ability to rapidly and dynamically implement scalable connectivity at real-time speeds has now become the standard for both internal and external operations in the financial services sector. Financial services institutions must build integrated, scalable, and dynamic networks to support seamless data creation, consumption, and analysis across diverse ecosystems. This ability to scale connectivity is essential for driving new initiatives and delivering new personalized and time-sensitive data-segmented services that resonate with customers. IDC survey data from 2024¹ showed that “sharing data insights to ensure security and fraud reduction” was the top initiative for financial institutions worldwide, as cited by 44% of the respondents, followed by “sharing data and insights for co-innovation” at 36%. These priorities highlight the rising demand for scalable high-speed connectivity. Rapidly expanding initiatives such as Project Nexus in Southeast Asia, which aims to create a connected cross-border real-time payments network, will only drive further need for scalable real-time connectivity at an even larger scale as customer bases and transactions grow quickly.

44%

of worldwide financial institutions quoted ‘Sharing data insights to ensure security and fraud reduction’ as an ecosystem initiative, making it the number 1 initiative from the sample.¹

New Data Dimensions Create New Trust Frameworks

The second critical standard for financial services institutions is addressing the new requirements in trust frameworks. In an era of open finance and artificial intelligence (AI), maintaining trust in data management will require proactive frameworks. Under these new standards, organizations must seek to create new comprehensive strategies for data protection and responsiveness that extend to external shared connections with other ecosystem partners. They must also ensure coverage for transparency and reliability in AI systems, while building trust in the application of AI throughout the organization. Additionally, organizations must address the integrity of AI systems by mitigating risks of external attacks and internal misuse that could compromise AI models. In August 2024, the Hong Kong Monetary Authority (HKMA) issued new guidelines on the usage of generative AI (GenAI), stating that banks were accountable for the decisions made by their GenAI models and AI should enhance consumer protection. With similar guidelines anticipated across the Asia/Pacific, financial services institutions need to formulate robust standards and frameworks to safeguard data and AI integrity, ensuring secure and trusted services in the evolving AI era.

AI Revolution Dictates New Scalable Infrastructure to Innovate

The third critical standard is establishing AI-ready infrastructure that can fully harness the potential of AI in transforming financial services. The needs of AI dictate that a strategic focus on creating a rapidly scalable hybrid cloud

infrastructure will be essential to its proper functioning. This infrastructure must be optimized for edge computing and designed for real-time data processing and decision-making. IDC survey data² showed that in Asia/Pacific, organizations expected 23% of GenAI workloads to be deployed on edge/branch/small campus locations — significantly higher than in North America and Europe, Middle East, Africa (EMEA). These new hybrid infrastructures delivering AI initiatives will dictate new strategic investments in the right technologies that must be made to allow AI projects to succeed. IDC here notes an example of a European bank in Asia/Pacific which conducted a thorough study of their current and future infrastructure needs in order to develop a next-gen infrastructure, including a datacenter and a unified network management solution. Such infrastructure upgrades allow for banks to lay down the potential foundations for future projects, which may involve high connectivity and scalability such as AI projects.

23%

of GenAI workloads in Asia/Pacific organizations were expected to be deployed at edge locations, higher than other regions.²

Redefining Standards for the Future of Financial Services

The new era of hyperscalable connectivity, new trust frameworks, and AI-ready infrastructure is setting new benchmarks for transformation and driving the future of resilient financial services. Thriving in this rapidly evolving landscape requires more than upgraded technologies. Financial institutions need trusted, long-term partnerships that can navigate the complexities and unlock the full potential of these innovations.

¹IDC Future Enterprise Resiliency and Spending Survey, Wave 5, May 2024

²IDC Future Enterprise Resiliency and Spending Survey, Wave 1, January 2024

Message from the Sponsor



New benchmarks in financial services demand high-speed connectivity, agile infrastructure, and robust cybersecurity frameworks. Backed by one of the largest network infrastructures in Asia/Pacific, Telstra International can help enterprises accelerate digital transformation, strengthen resilience, and deliver secure, innovative customer experiences.

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