

2025 GenAI Value Report

Banking

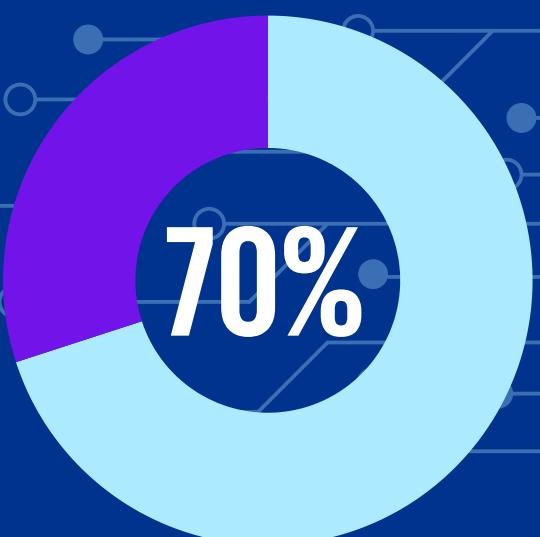


56%
say AI is fundamentally reshaping their business.

84%
face significant pressure from stakeholder to show immediate ROI on AI investment.

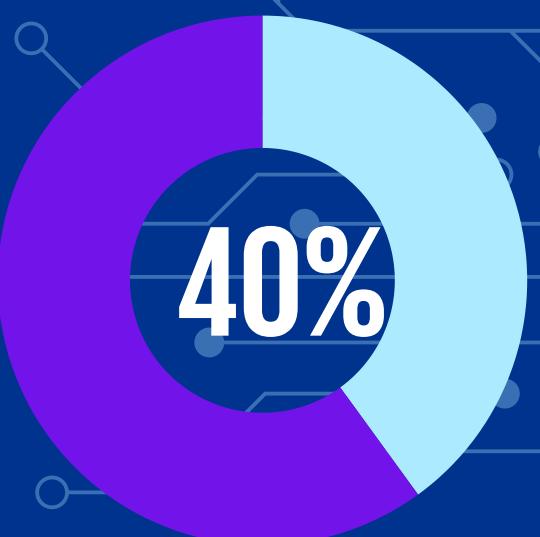
82%
plan to increase their AI spend.

AI goals are clear...



70%

are seeking AI to reduce costs.



40%

are looking to use AI to enhance customer experience.



28%
have experienced a high revenue contribution from AI.



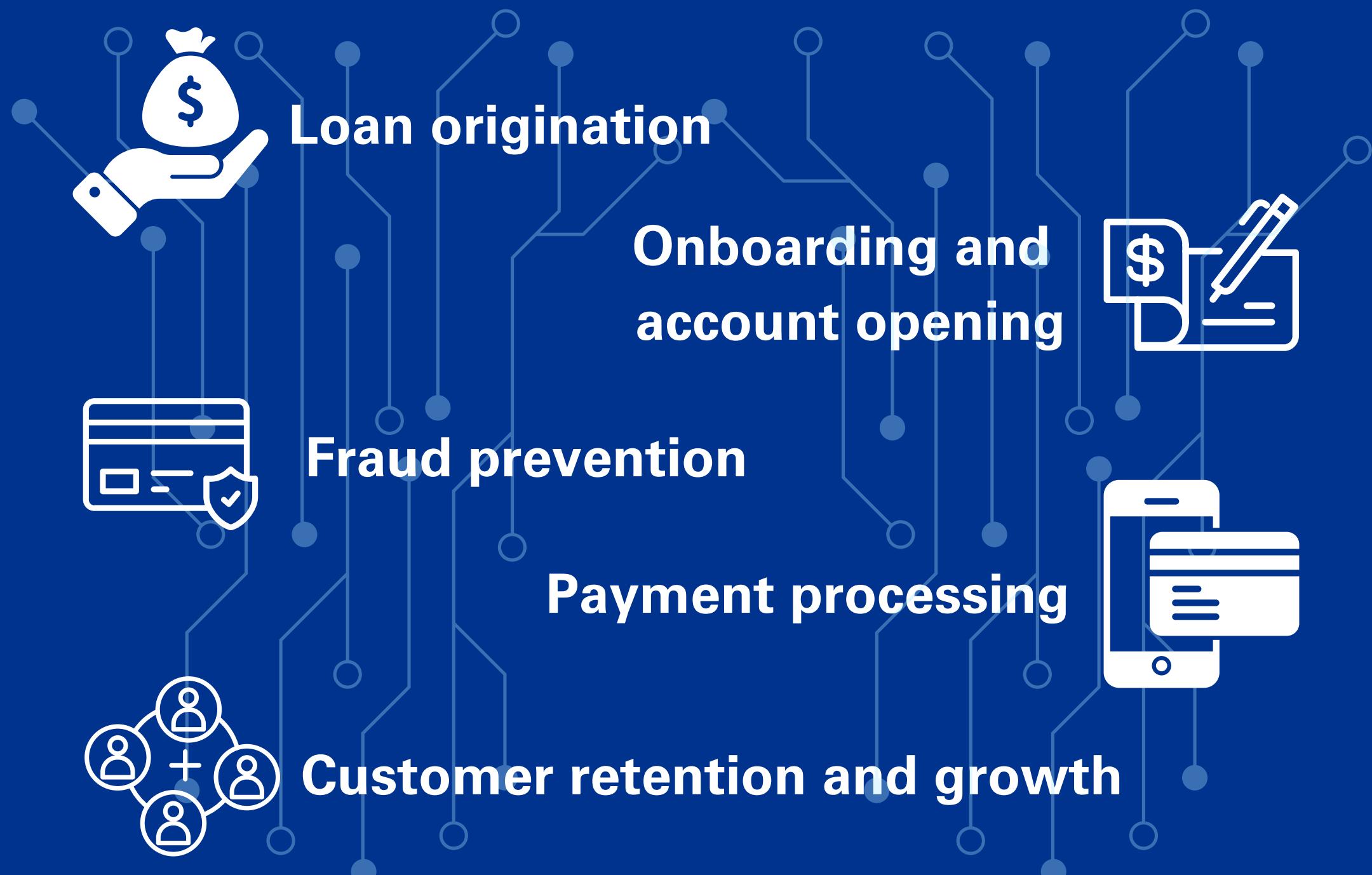
70%
have achieved cost savings.

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Key value streams in banking



Top Challenges Banks Face with AI

1. Security and data privacy concerns

2. Lack of AI skills or expertise among workforce

3. Difficulty in measuring ROI