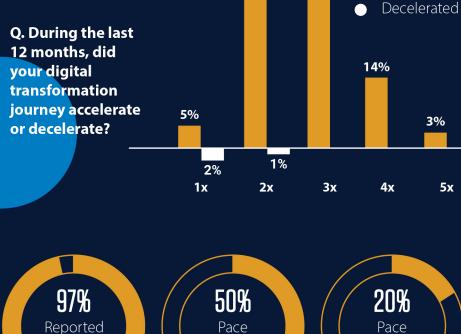
Accelerating digital transformation in the heated mortgage industry Infosys Global Survey in March 2021

with 308 respondents

Digital transformation accelerated massively in 2020 42% 33%







Tripled



Quadrupled

Accelerated

Pressure of this rapid

No Change

Q. Over the last 12 months, how do you feel the pressure on digital transformation has changed within your organization?

transformation has risen

Decreased Slightly Increased Slightly Significantly

This pace of digital acceleration has seen the pressure ramp up with over a third of respondents (40%) stating that the pressure to transform has increased significantly in the last 12 months.

Cultural change is the key driver of digital

The top objectives for digital transformation include:

Operational

Efficiency

Business Boost

transformation

Mostly Digital

Culture

industry is still high The digital transformation challenges are even more significant for those that are yet to embark on digital transformation. Surprisingly 10% of respondents still have a high usage of paper in their mortgage application process. Only 4% are fully digital.

Paper usage in the



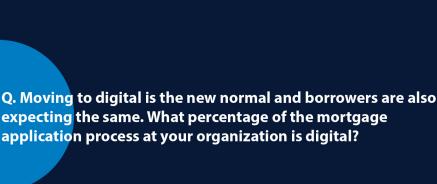
Fully Digital

Paper & Personal Interaction

Adopt

Business

Models





Mix of Paper and Digital

challenges in progressing digital transformation While digital transformation is accelerating at a faster

The top challenges include:

There are massive

Level

87% felt confident that the

industry can transform to

meet customer needs.

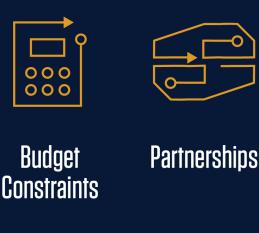
Confidence Level

Over 86% felt that their

organization was well

equipped to meet the

changing needs of customers.



pace, there are still major hurdles to overcome.



To support future strategic objectives the top three

digital technologies include:







Analytics

Innovation Hub

Workplace

Transformation

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Design Thinking

Infosys