Future of Financial Services – Web 3.0, Metaverse, and Decentralized Finance

Web 3.0 is a next-generation exponential technology and the third generation of internet based on blockchain in which users can exchange money and information without relying on intermediaries (banks and institutions) and tech giants. It is also a critical building block to enhance various metaverse use cases, an immersive online world in which people use avatars to shop, work, socialize, and play.

Leading enterprises are increasingly investing in Web 3.0 technologies and metaverse platforms. Many large banks see these platforms as the next trillion-dollar investment opportunity. Additionally, customers are increasingly demanding revamped payments, sophisticated financial products, ease of access to credit, and smooth onboarding and advisory services.

This report highlights recent investments that big market participants have made in BFSI, how technology and service providers and enterprises can differentiate themselves in the market, Web 3.0 and metaverse use cases that BFSI firms can explore, and regulatory and security challenges in Web 3.0 adoption.

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Work at Home Agent (WAHA) Customer Experience Management (CXM) – Service Provider Landscape with Services PEAK Matrix® Assessment 2021 | January 2021

Is Work From Home (WFH) the Future of Work? A Perspective on WFH, Locations, and Delivery Strategy Beyond COVID-19 | December 2020


Work at Home Agent (WAHA) Adoption Trends – Impact of COVID-19 | August 2020

Orchestrating Successful WAHA-based Delivery | January 2020
Webinars

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Other publications

BPS Top 50 – 2022 | May 2022
Engineering Services Provider of the Year 2022 | March 2022
Factbook and Primer | Tata Consultancy Services (TCS) | February 2022
Factbook and Primer | Genpact | December 2021
Provider Snapshot | Automatic Data Processing (ADP) | November 2021
Provider Snapshot | Birlasoft | November 2021
Provider Snapshot | Deloitte | November 2021
Provider Snapshot | Tech Mahindra | November 2021
Provider Snapshot | DXC Technology | November 2021
Provider Snapshot | Fujitsu Technology Solutions | November 2021
Factbook and Primer | NTT DATA | November 2021
Provider Snapshot | Firstsource | October 2021
Provider Snapshot | Larsen & Toubro Infotech (LTI) | October 2021
Provider Snapshot | Hinduja Global Solutions (HGS) | October 2021
Provider Snapshot | UST (UST Global) | October 2021
Provider Snapshot | Coforge Limited (formerly known as NIIT Technologies) | October 2021
Provider Snapshot | Mindtree | October 2021
Provider Snapshot | Allegis Global Solutions (AGS) | October 2021
Service Provider Snapshot | HCL Technologies | September 2021
Service Provider Snapshot | Infosys | September 2021
Service Provider Snapshot | Exela Technologies | August 2021
Service Provider Snapshot | Alight Solutions | August 2021
Service Provider Snapshot | WNS | August 2021
Service Provider Snapshot | Mphasis | August 2021
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Content Moderators: Guardians of the Online Galaxy | August 2021
Factbook and Primer | HCL Technologies | August 2021
BPS Top 50 – 2021 | July 2021
Factbook and Primer | EXL | July 2021
Service Provider Snapshot | Wipro | July 2021
Service Provider Snapshot | Sutherland Global Services | July 2021
Service Provider Snapshot | Hexaware | June 2021
Service Provider Snapshot | IBM | June 2021
Trust and Safety – Content Moderation Service Provider Compendium 2021 | June 2021
Service Provider Snapshot | EPAM | June 2021
Engineering Services Top 50 – 2021 | June 2021
Service Provider Snapshot | Atos | April 2021
Service Provider Snapshot | Unisys | April 2021
Service Provider Snapshot | Capgemini | April 2021
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Website
everestgrp.com

Social Media
@EverestGroup
@Everest Group
@Everest Group
@Everest Group

Blog
everestgrp.com/blog

Dallas (Headquarters)
info@everestgrp.com
+1-214-451-3000

Bangalore
india@everestgrp.com
+91-80-61463500

Delhi
india@everestgrp.com
+91-124-496-1000

London
unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto
canada@everestgrp.com
+1-416-388-6765