
PLUGANDPLAY

FINTECH INSIDERS REPORT

2020

[PNPTC.COM/FINTECH](https://pnptc.com/fintech)



Welcome Note

PLUGANDPLAY
FINTECH



Saeed Amidi
CEO & Founder

Dear Readers,

It is an absolute pleasure to welcome you to the second edition of Fintech's insiders report.

To succeed in this rapidly changing landscape, we believe that a dedication to continual innovation is required. In this report you will find the trends, challenges, and driving factors that closely represent the current state of financial technology.

As I look back on the last decade - a period of profound technological change - it is remarkable how much we have accomplished, not only in terms of our performance, but in our ability to help

clients innovate their businesses to remain atop their industry. I am proud of the partnerships we have initiated, and look forward to the many more yet to come.

With over 400 major corporate partners, 1800 accelerated startups, and 30 locations across the world, Plug and Play has proven to be a successful charter for corporations to build out and boost their innovation practice.

I am looking forward to using this platform to push forward innovation and entrepreneurship through 2020 and beyond. I hope you are as excited as I am!

Table of contents

PAGE

5	Introduction
6	FinTech Unicorns and Our Portfolio
8	Insiders Deep Dive
9	Hyper Automation
13	Customer Engagement
17	RegTech
22	Introducing Plug and Play
29	Fintech Team and Appendix
30	Startups Quick Details



DATA SOURCES

As part of our investment thesis, we thrive on feedback and take advantage of the full breadth of our members' knowledge and expertise to pick the winners. As a result, we aggregate as much feedback as possible from deal flow sessions, Top 100 lists, Selection Days, mentor sessions, events, and even ad-hoc engagements. We do this across 60+ industry-themed business development programs in over 30 locations.



Logos, descriptions, locations of the startups are collected from Playbook, Plug and Play's proprietary software, to discover, meet, and partner with the best startups in your industry. Visit playbook.vc to know more about our open innovation software.

OVERVIEW

THE STATE OF THE ART OF FINTECH WORLDWIDE

Introduction

We are the world's largest innovation ecosystem, connecting major corporations, world-class startups, and investors.

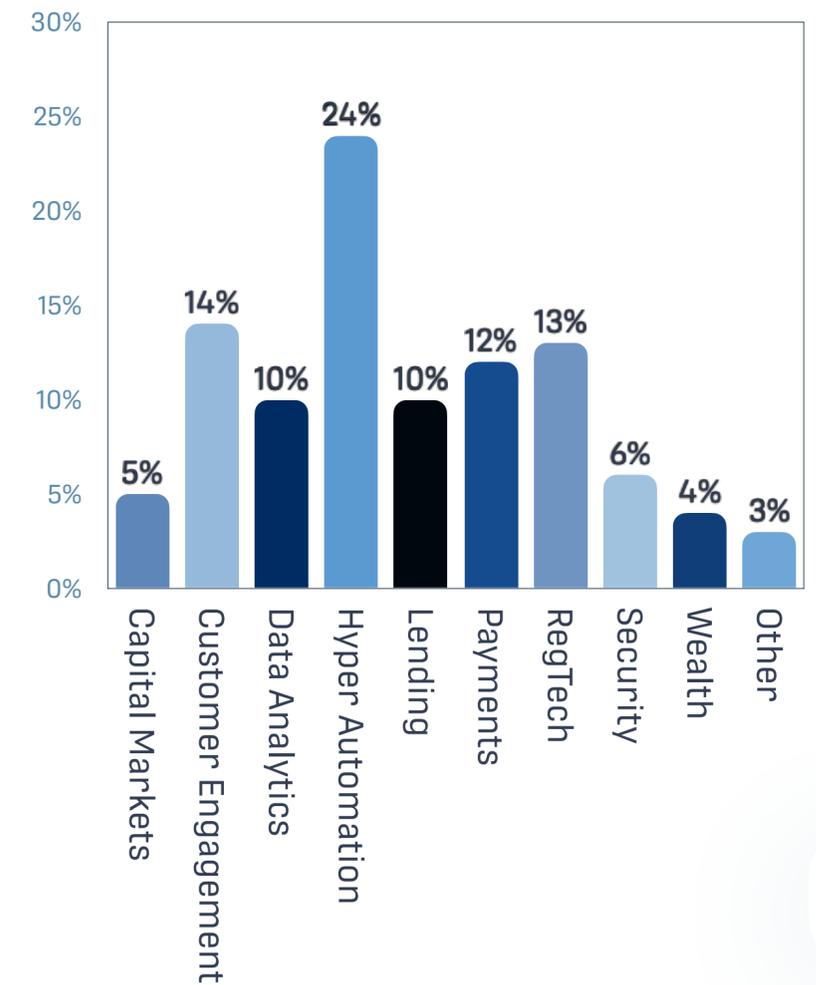
By combining 60+ industry-themed business development programs, corporate innovation, and venture capital into one place, Plug and Play catalyzes technology advancement on a global scale. In 2019, we hosted 1800+ startup-corporates deal flows, invested in 250 startups company-wide and 4 of our portfolio startups became unicorns.

Our mission is to make innovation open to anyone, anywhere. Our stage-agnostic

business development program requires no equity to participate and connects startups with innovative financial corporations through selection days, quarterly summits, exclusive networking events, and one-on-one meetings called deal flow sessions. We deep dive into our corporate partner's technology priorities and leverage our industry knowledge and global startup ecosystem to create innovative partnerships.

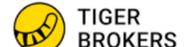
In the previous year, we have sourced 1,000+ Fintech startups across America, Asia, Africa & Europe. The chart shows the 3 sub-segments that stand out and will be covered in the subsequent pages.

% Sector distribution of startups in Batch 10 & 11



Fintech Unicorns Across the Globe

The digital revolution has arrived in the financial services sector. Globally there are 70+ Fintech unicorns valued, in aggregate, at \$244B valuation.

North America					Europe, UK, SA				Asia		
											
											
											
											
											
											
											
											

Our Fintech Investment Portfolio



As one of the most active VCs in Silicon Valley, our goal is to fund the teams that are building the defensible businesses of the future. Since 2006, we have invested in more than 900 companies.

Plug and Play FinTech was launched in early 2015 and has accelerated over 350 FinTech startups and invested in over 70 to-date.

\$1B+										
\$100M+										
\$25-100 M										
< \$25M										

INSIDERS DEEP DIVE

**EXPLORING THE FINTECH TRENDS
FROM LEADING FINANCIAL INSTITUTIONS
AND PLUG AND PLAY'S PERSPECTIVE**

Hyper Automation: **OVERVIEW**

Hyper Automation is the rapid identification and transformation of business processes in a company by using technologies like Robotic Process Automation (RPA), Artificial Intelligence

(AI), Machine Learning (ML) and Natural Language Processing (NLP). It is currently the most pervasive technological trend in our 2020 report.

MAJOR CHALLENGES

As technology becomes the norm across all businesses globally, the competitive landscape and consumer expectations are becoming higher than ever before. Users expect a high level of personalization, immediate and responsive service and consistency throughout the whole user journey. All of this, while maintaining a low final cost. In this hyper-competitive environment, it is extremely important to have efficient, effective and easily scalable internal processes.

MAJOR ADVANTAGES

RPA, AI, ML, and NLP allow businesses to keep up with the ever-increasing customer needs while transforming internal processes to be more efficient and easily scalable. According to a Gartner report, by 2024, organizations will be able to lower operational costs by 30% by combining hyper automation technologies with redesigned operational processes. While lower costs are an obvious benefit of embracing RPA solutions, companies may also improve accuracy, quality, and productivity while ensuring a higher level of compliance.

Hyper Automation: TREND DRIVERS

PLUGANDPLAY
FINTECH

automation
hero_

AUTOMATION HERO

Automation Hero combines RPA with AI to form an intelligent process automation platform to automate repetitive business processes. Where traditional infrastructure is usually heavy and stagnant, Automation Hero's platform can keep pace with fast-changing businesses. Larger enterprises already have a data advantage so a powerful but nimble platform will give companies a competitive advantage - evening the playing field and ensuring market diversity.

→ automationhero.ai

 VIZRU®

VIZRU

Vizru delivers business AI process automation, data visualization and collaboration in real-time across your cloud and on-premise systems. They have worked with companies like Aon, M-Financial and BNP Paribas Cardif for which they reduced claims processing time from 6 weeks to 45 seconds.

→ vizru.com

Hyper Automation: TREND DRIVERS

Hypatos

HYPATOS

Hypatos partners with enterprises to help them realize the potential of artificial intelligence to automate their back-office processes. Their technology is the key differentiator. It is developed by a team of technologists in product, system engineering and data science squads in Berlin and Warsaw. The company's diverse 20-person tech team hails from 10 different countries and has a wide range of professional and academic backgrounds in engineering and mathematics.

→ hypatos.ai

Skan.

SKAN.AI

Skan.ai uses computer vision and data science to map, model, and manage hidden nuances of business processes. Skan's innovative technology observes the onscreen interactions of humans with digital systems. From the observed digital traces, Skan identifies patterns and variants in various business processes to provide full transparency as to how work gets done in an enterprise. This process mapping fulfills the first step in process automation.

→ skan.ai

Hyper Automation: **STAKEHOLDERS OPINIONS**

OUR PARTNER THOUGHTS

“Automation outside of core systems should be undertaken in a thoughtful manner with clear understanding of “why” and the “value” for end customers to be able to provide superior products and services in a seamless manner at lower cost and speed to delivery.”



Shafi Yyusuf
Head of Transformation
and Digitization



OUR THOUGHTS

“During the last few years, financial institutions are focusing on tools that increase workflow efficiency, leverage data and facilitate digitalization. With the current rate of implementation, having RPA, AI and ML solutions will become a necessity to stay competitive. The whole change process should be well-thought-out, with the right strategy, team, leadership and buy-in from all the stakeholders in place.”



Nadine Mühl
Director Partner Success
Fintech



Customer Engagement: **OVERVIEW**

Customer engagement describes the means used by a company to foster relationships with prospects and customers. With competition coming from Fintechs, and traditional tech companies entering the market (Fintech 2.0) consumers have a lot of options to choose from

for financial services. Financial institutions must create seamless, positive experiences to stay competitive. Artificial Intelligence can help handle digital customer service requests that have picked up as physical branches shut down.

MAJOR CHALLENGES

Developing relationships with customers requires time, effort and financial resources. Seamless customer experiences can be a challenge, and legacy systems could be a road-block of new technology implementation. However, keeping up with the customers' growing expectations is necessary to thrive in today's competitive environment.

MAJOR ADVANTAGES

A great customer experience (CX) ensures long-term relationships with customers that can increase revenue through cross-sell and up-sell opportunities. CX retains the existing customer base and transforms customers in brand ambassadors. They will generate new prospects and lower customer acquisition costs. Better engagement tools generate more in-depth information on customers, resulting in more data that could be used to provide new, better and more personalized services.

Customer Engagement: TREND DRIVERS

PLUGANDPLAY
FINTECH



MOXTRA

Moxtra's Client Interaction Management Platform powers one-stop apps for today's digital age, and helps organizations deliver the next-gen collaboration experience to clients.

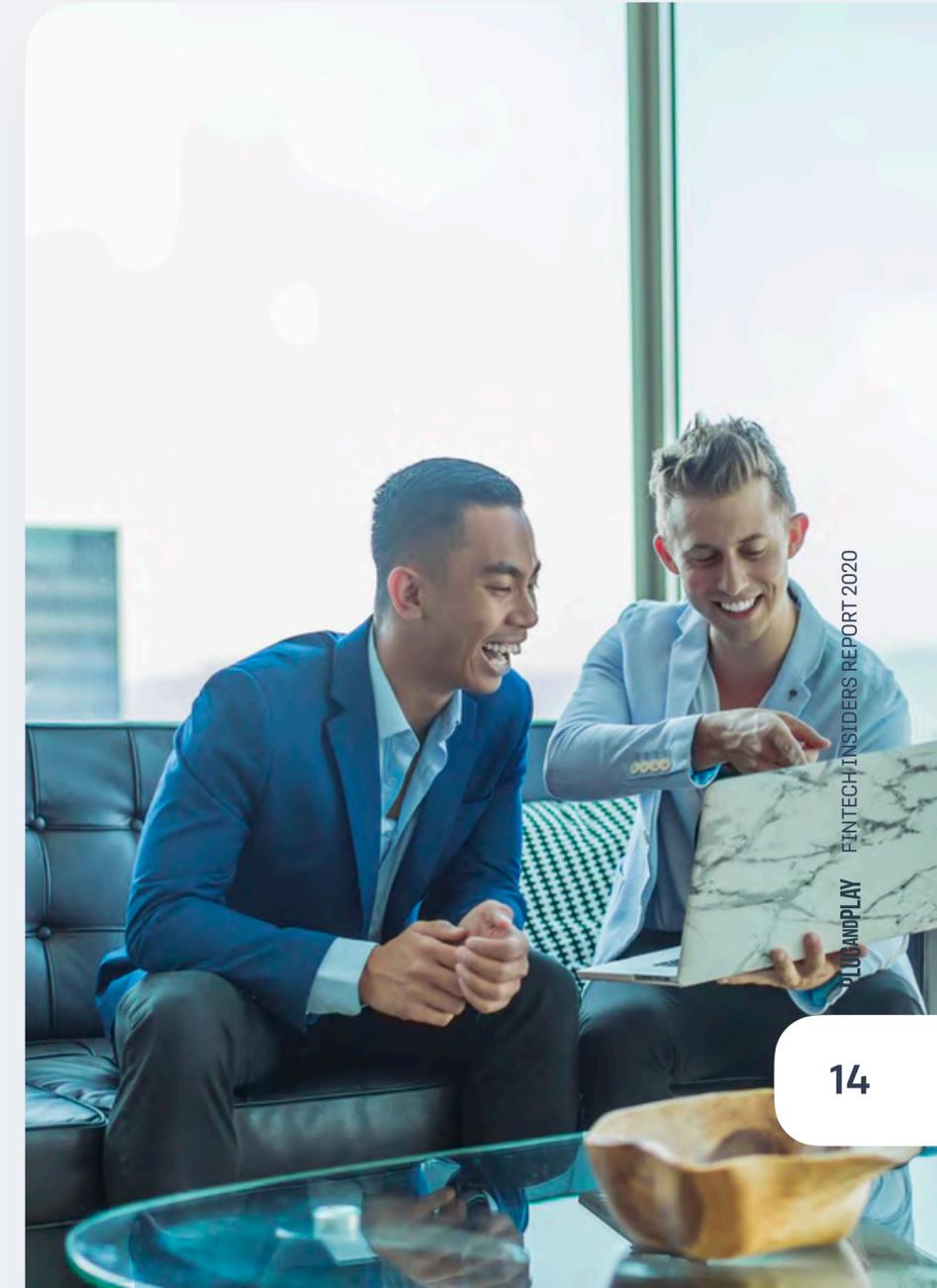
Their one-stop app, will be a high-touch hub, keeping clients in continuous connection with organization to complete business with timely responsiveness.

Moxtra's Client Interaction Management platform is in partnership with the world's leading financial institutions like MUFG, Standard Chartered, Van Lanschot, Raiffeisen Bank, OCBC Singapore, Verizon,

and many more. These organizations use Moxtra to power their digital business - with rigorous compliance, security, and auditability.

Their platform offers clients an on demand one-stop destination with persistent continuous conversational experiences using: secure messaging, document collaboration, virtual meetings with relationship managers and other experts, and more, all within a secure environment.

→ moxtra.com



PLUGANDPLAY FINTECH INSIDERS REPORT 2020

Customer Engagement: TREND DRIVERS



CLINC

Cline is the world leader in conversational AI research and its application for finance. Cline leverages deep learning and recurrent neural networks which enable a human-in-room level experience. Banking PFM & FAQ on Mobile enables mobile banking users to access Cline's conversational AI to answer questions regarding balance, transfers, transactions, and more via the mobile banking application. Cline and Isbank are revolutionizing Turkish banking with the creation of Maxi, a personal financial assistant that is currently being used by 6 million Turkish-speaking, mobile banking customers, today.

→ clinc.com



GLIA

Glia provides digital customer service technology that is reinventing how Financial Services Enterprises support users online. Glia's location-independent solution enriches customer touch-points on web, mobile, or phone calls with communication choices, on-screen collaboration, and AI-enabled personalized experiences. Companies like Deutsche Bank, Bank of the West, PSECU, Ascentra Credit Union, Berkshire Hathaway, Transamerica, and others use Glia to quickly maximize customer satisfaction, decrease handle times, and improve conversion.

→ glia.com

Customer Engagement: **STAKEHOLDERS OPINIONS**

OUR PARTNER THOUGHTS

"Banks and Financial Institutions are looking to enhance the clients digital capabilities. By doing so, they achieve and increase operational efficiency and customer satisfaction, saving time, money and offering customers a better overall experience. That is the goal."



Charles Beyrouthy
Head of Digital Innovation

 **Citizens Bank®**

OUR THOUGHTS

"As the differences in products and services provided by financial institutions are continuing to even out and be relatively slight, the way how FIs can differentiate themselves and stand out in the crowd is by providing leading-edge customer experience."



Kiswana Browne
Associate, Ventures

PLUGANDPLAY

RegTech: OVERVIEW

PLUGANDPLAY
FINTECH

In recent times, compliance with Know Your Client (KYC) and Anti Money Laundering (AML) regulations continues to be imperative for financial institutions. KYC technology allows banks to know which customers they are dealing with, in-person or online. With COVID-19 shutting down

physical locations, remote KYC has become more important than ever. Additionally, compliance mapping helps banks stay compliant with changing regulations in a constantly evolving environment.

MAJOR CHALLENGES

Geographical expansion remains challenging due to international regulatory fragmentation. Furthermore, fines continue to be levied on financial institutions for non-compliance with regulations, including \$8.1B exacted for failures to comply with AML regulations, as per the Association of Certified Financial Crime Specialists.

MAJOR ADVANTAGES

One of the primary benefits of adopting RegTech solutions is a considerable impact on the bottom line. Avoiding fines on stringent regulations and decreasing compliance costs stays top of mind for financial institutions. Additionally, compliance mapping helps gauge costs of geographic expansion, helping enterprises plan their growth strategy.

RegTech: TREND DRIVERS

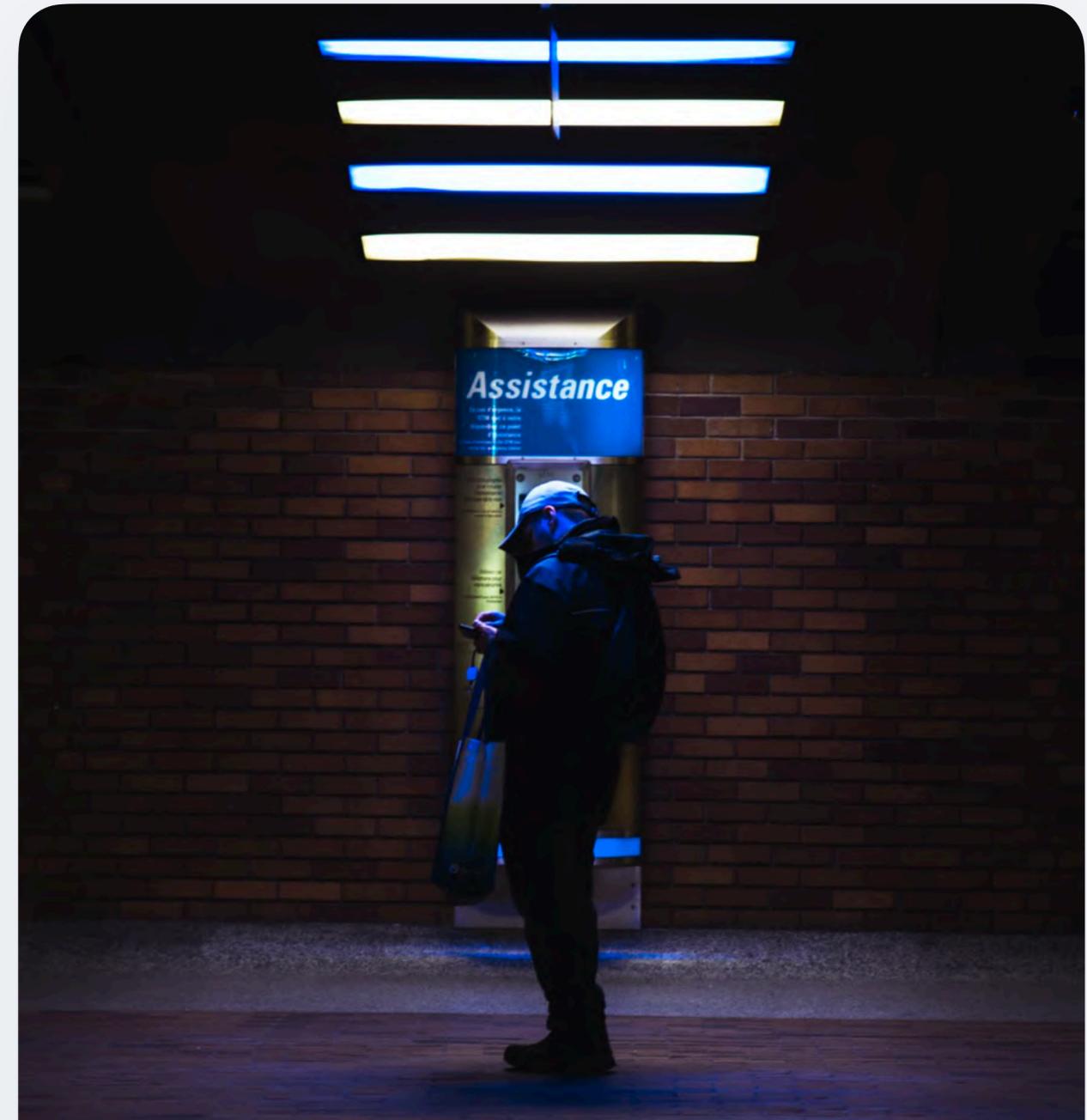
PLUGANDPLAY
FINTECH



COMPLIANCE.AI

Compliance.ai's robust platform enables compliance teams to stay abreast of regulatory changes as they occur, in near-real-time, helping them decrease exposure to non-compliance, audits and penalties. This reduces uncertainty, and helps companies slash the cost and time traditionally associated with regulatory research. Based in San Francisco, Compliance.ai has raised \$7M in funding to serve financial institutions.

→ [compliance.ai](https://www.compliance.ai)



RegTech: TREND DRIVERS

PLUGANDPLAY
FINTECH



BIGID

Based in New York City, BigID develops software that helps companies keep customer data secure and satisfy privacy regulations - defending against breaches of personal information and global privacy regulations fines reaching 4% of annual revenue. Many enterprises lack purpose-built technology to help them track and govern their customer data, and BigID aims to help. Having raised over \$146M, BigID has been scaling immensely and has worked with several banks and FI's.

→ bigid.com



ONFIDO

The London-based company helps businesses identify their users using Government IDs and facial biometrics by deploying AI to ensure that IDs are genuine, and match the users presenting them. Founded in 2012, the 370-strong team is split across SF, NYC, Lisbon, New Delhi, Paris, Singapore, and London. Onfido powers over 478 Fintech and financial services companies globally—helping them onboard more users while reducing risk.

→ onfido.com

RegTech: STAKEHOLDERS OPINIONS

OUR PARTNER THOUGHTS

"In a digital economy, we need to harness technology to achieve better risk management and governance outcomes for consumers, investors and the marketplace. As part of our ongoing efforts to build a best in class ecosystem of digital financial and business services, the Financial Services Regulatory Authority continues to commit significant resources to various RegTech initiatives."



Richard Teng
CEO, Financial Service
Registration Authority



"Organizations constantly must strike a balance between meeting regulatory standards present within their industry while limiting its impact on customer experience. To accomplish this delicate balance, organizations need to find new automated ways to comply with those regulatory expectations while delivering seamless digital experiences for customers"



Dan Flanigan
Chief Strategy Officer



RegTech: STAKEHOLDERS OPINIONS

PLUGANDPLAY
FINTECH

OUR THOUGHTS

"Given the dynamic nature of the industry, products that accurately map regulations and provide solutions for companies ameliorate a major pain point for enterprises. New regulations often follow economic downturns, so solutions that help companies adapt to shifting regulations will likely be relevant post-Covid."



Maxim Baban
Analyst, Ventures

PLUGANDPLAY

"Regtech has been consistently among the most popular categories within the past Fintech batches at Plug and Play. And there is a good reason for that. The recent decades have seen a rise in the regulatory requirements. Regtech solutions can give Financial Institutions not only an edge in dealing with the increasing complexity of the regulatory environment but also in many cases they can lower costs and improve overall experience for the customers."



Mārtiņš Pjalkovskis
Analyst, Ventures

PLUGANDPLAY

PLUGANDPLAY

INTRODUCING PLUG AND PLAY

THE ULTIMATE OPEN INNOVATION PLATFORM

Introducing Plug and Play

VENTURE CAPITAL

We invest in **over 200** companies worldwide every year and co-invest with **180 VCs**

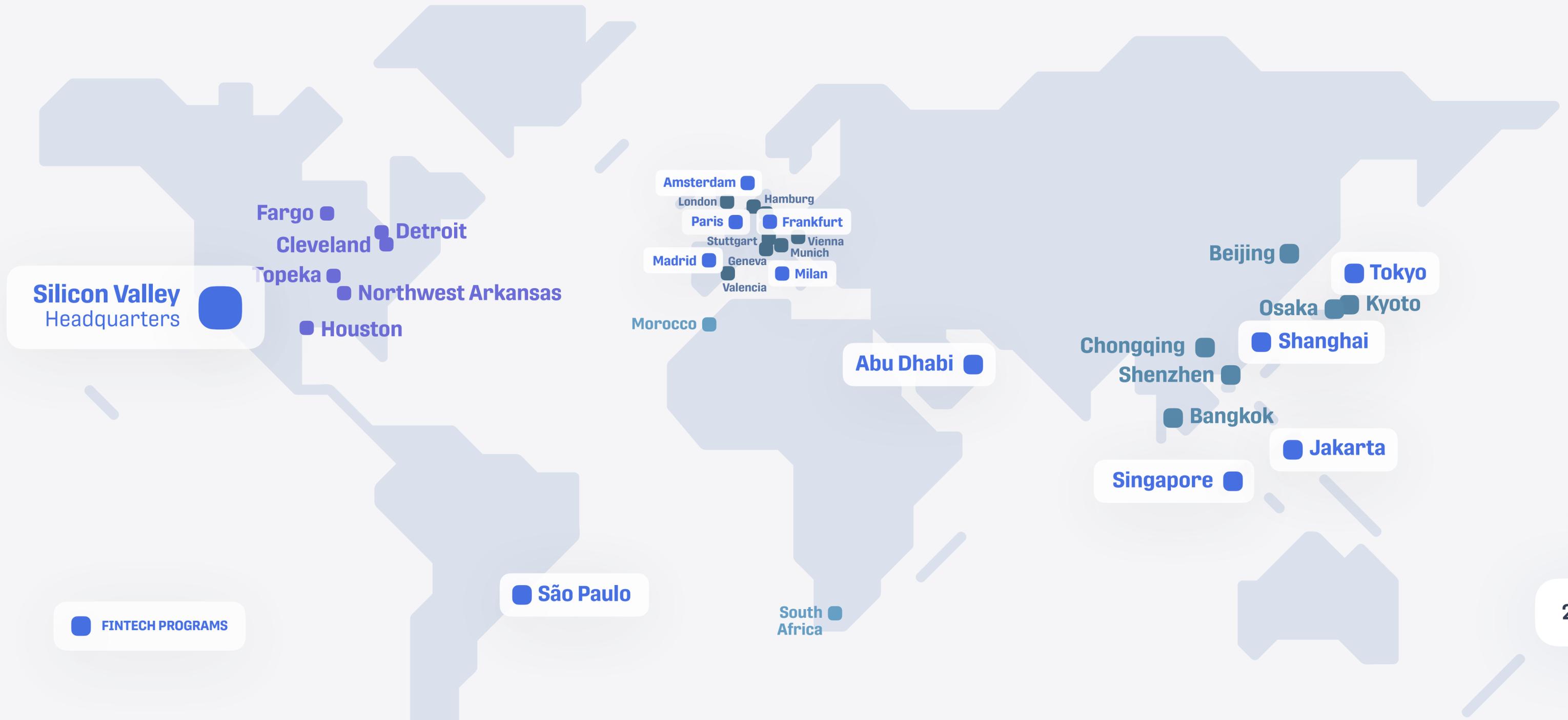
CORPORATE INNOVATION

We supercharge the innovation of **over 400** major corporations from every continent

ACCELERATOR PROGRAMS

We run **over 60** accelerator programs a year in most major industries and cities

We make innovation open to anyone, anywhere



We make innovation open to anyone, anywhere

Our goal is to catalyze technological advancement and that is why we bring together the world's largest corporations to power the growth of the startups shaping their industries. We are present in 30 locations and work with over 400 corporate partners across major industries and cities.



COVID-19

NEW



Sustainability

NEW



Agtech

NEW



Brand & Retail



Media & Ad



Food



Energy



Enterprise Tech



Health



IoT



Insurtech



Mobility



New Materials



Real Estate



Supply Chain



Smart Cities

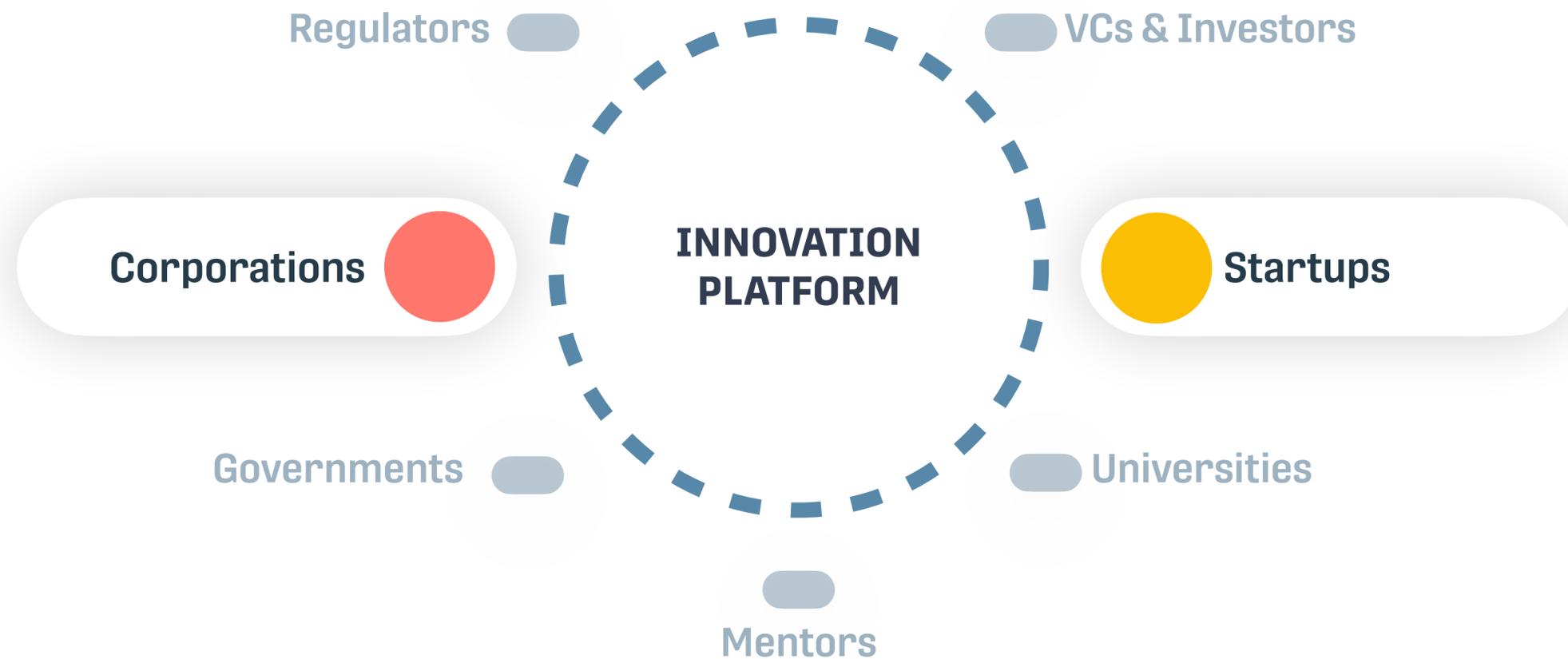


Travel

We supercharge your innovation strategy

We want to help startups succeed. That's why we built the world's most vibrant ecosystem for innovation. One of the most important things we can do to help entrepreneurs

build their vision is to connect them to the world's largest corporations. In turn, this helps corporations keep up with the pace of technological disruption.



We supercharge your innovation strategy

Our promise is to make all stakeholders of our ecosystem move towards a more technologically-advanced future. Since 2010, corporate partners have been a fundamental part of our innovation platform.

Through various levels of partnership, we provide corporate partners with exposure to our ecosystem and access to qualified and strategically aligned early-and-growth stage startups.

OUR STARTUP ECOSYSTEM

30.000+



OUR CORPORATE PARTNERS

400+



PLUGANDPLAY

NAIL THE NEW DECADE

JOIN THE ULTIMATE OPEN INNOVATION PLATFORM



TEAM, APPENDIX AND RESOURCES

Our Fintech Team



Saeed Amidi
CEO and Founder



Neda Amidi
Global Head, Health
and Partner, Ventures



**George
Damouny**
Partner, Ventures



Nadine Mühl
Director Partner
Success



AUTHOR



Matt Helmers
Director of Strategy
and Business
Development



Chris Cummings
Partner Success
Manager



AUTHOR



Katrina Samonte
Partner Success
Manager



AUTHOR



Sean Voelk
Partner Success
Associate



AUTHOR



**Eugenio
Gonzalez**
Investor, Ventures



Amit Patel
Investor, Ventures



Nick Daley
Ventures Associate



Noorjit Sidhu
Investor, Ventures



**Kiswana
Browne**
Ventures Associate



AUTHOR



**Mārtiņš
Pjalkovskis**
Ventures Analyst



AUTHOR



Maxim Baban
Ventures Analyst



AUTHOR



Tim Girvin
Partnership Manager



**Charlie
Murphy**
Partnership Manager



Shachi Shah
Senior Associate,
Business Operations



AUTHOR



Riccardo Agosto
Global Visual
Designer, Marketing



AUTHOR

Appendix: Startups Details

Company	One-Liner	Location	Stage
Automation Hero	combines RPA with AI to form an end-to-end intelligent process automation platform that automates repetitive and time-consuming tasks for knowledge workers.	San Francisco, US	Growth
BigID	is a data-driven protection and privacy and compliance platform designed to transform how enterprises protect and govern personal and private data.	New York, US	Growth
Clinc	redefines customer experiences by leveraging conversational AI.	Ann Arbor, US	Growth
Compliance.ai	provides actionable regulatory intelligence for financial services compliance professionals.	San Francisco, US	Early
Glia	powers customer communication for the Financial Services industry in one seamless OmniChannel platform.	New York, US	Growth
Hypatos	automates complex document based back-office processes. Our technology captures data points from documents, performs validations and automates processes, like accounting.	Berlin, DE	Growth
Moxtra	developed a OneStop platform: powering OneStop client interaction management apps to manage clients and teams from anywhere and maintain business continuity with customers.	Cupertino, US	Bootstrapped
Onfido	builds trust in an online world by helping businesses digitally verify people's identities.	London, UK	Growth
Skon	is a cognitive engine that leverages computer vision and machine intelligence to help enterprises map, model and manage business processes.	San Jose, US	Growth
Vizru	delivers business AI process automation, data visualization and collaboration in real-time across your cloud and on-premise systems	San Jose, US	Early

A Whole World of Resources



NEWS

Weekly updates on our sustainability LinkedIn page.

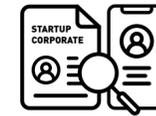
[STAY UP TO DATE](#)



EBOOKS

Our experts share the trends that are shaping each industry.

[DOWNLOAD](#)



CASE STUDIES

Success stories of collaboration between corporations and startups.

[EXPLORE](#)



WEBINARS

World-class guests discuss how innovation is changing the way we do business.

[WATCH](#)

PLUGANDPLAY

FINTECH INSIDERS REPORT

2020

[PNPTC.COM/FINTECH](https://pnptc.com/fintech)

