

What now? A guide for financial services leaders in a disruptive time



Let's learn from each other

The last decade has seen the financial services industry innovate and transform in many exciting ways. However, recent global events have profoundly disrupted business, and financial services has been hit particularly hard. As companies adapt, this disruption has the potential to accelerate innovation and transformation that were already under way.

Institutions that were moving their processes and systems to digital have been able to respond more quickly in this crisis. Companies that were implementing AI to better understand and serve customers can quickly pivot to meet new needs.

The lesson is clear: Organizations with a strong digital foundation are better prepared to withstand disruption.



Learning from other leaders in financial services can give you inspiration for what's next at your own organization. We've collected some of the wisest, most engaging interviews and e-books to offer insight, a sense of community, and thoughtful suggestions.



Leadership through and beyond crisis

What's the difference between crisis leadership and regular day-to-day leadership? At what point do we start leading for the future, beyond the crisis? Our partners have instructive thoughts to share on these topics.



Leadership in a time of crisis with Carla Harris, Vice Chairman, Global Wealth Management & Senior Client Advisor, Morgan Stanley

In this 20-minute conversation Carla Harris talks through the three things a great leader needs to do, especially in times of crisis.

[Watch the video](#)

Microsoft & BCG: Planning for a post-crisis world with Roy Choudhury, Managing Director and Partner, Boston Consulting Group

Roy Choudhury talks about how the current global crisis is different from others and offers guidance and considerations for going forward. This is a 24-minute video.

[Watch the video](#)



Thriving with remote work

For many people, working from home has shifted from an occasional convenience to a potentially long-term solution. Making the transition successfully depends on a new mindset, as well as appropriate technology.



Enabling a remote workforce in action—a customer story with Shamus Weiland, CIO, Manulife

Known as John Hancock in the US, Manulife is a leading international financial services group. Here Shamus Weiland talks about supporting 35,000 employees working from home.

[Watch the 30-minute video](#)

Enabling and empowering a remote workforce in financial services with Toni Townes-Whitley, President, US Regulated Industries, Microsoft

Toni Townes-Whitley reflects on the impact of the recent disruption in the financial services industry in this 20-minute conversation.

[Watch the video](#)

Crash course in Microsoft Teams: How to work better together

In this helpful e-book you'll learn the basics of setting up your own remote workforce using Microsoft Teams to facilitate connection and collaboration.

[Get the free e-book](#)



Focus on agility and security

Maintaining agility and security through challenging times is a top priority for leaders in financial services. How are others in this field managing, and what should you be paying attention to? Our partners share their insights.



Agility, continuity, and risk management for financial services: with Kausik Rajgopal, Managing Partner, McKinsey & Co., and Bill Borden, Microsoft Corporate Vice President of Financial Services

How have financial institutions adapted to provide customers with the support they need during a very challenging time, even while those institutions themselves are experiencing challenges? Kausik Rajgopal and Bill Borden take 20 minutes to talk about agility, continuity, and risk management.

[Watch now](#)

Workplace transformation: What State Street learned, with Christy Strawbridge, SVP, Transformation Director, State Street

Christy Strawbridge talks openly about the challenges of a new working paradigm for employees, and what State Street is doing to maintain continuity in this 26-minute video.

[Watch the video](#)

The threat within your business: Protecting data from insider risks

The accelerated use of remote work has created new security challenges. One in four malware attacks are aimed at financial institutions. This e-book takes a close look at the threats you face from insider risk, and offers solutions.

[Get the free e-book](#)

We're in this with you

Transitions are difficult, but we can help make them easier through consultation, resources, and support. We're here to support you.



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