

Understanding Digital Business Services

Digital Business Services is not only just the operations or the running engine of the bank, but is also coming together with Technology.

HSBC Technology takes on the world's biggest financial and data challenges.

We build platforms to support millions of customers worldwide.

And the Technology team is trying to use the latest technology tools and the latest methodologies to make our customers' banking experience more secure.

Global Operations spans across various lines of business and includes global functions which are legal, HR, marketing, finance.

So it spans not only just the lines of business, but also the global functions within the bank.

Digital Business Services is really critical for the bank because it makes the processes streamlined and efficient from end to end.

Now, since Technology is also doing the operations part of Digital Business Services, it will automate most of the parts which will lead to less errors, which would mean a greater customer experience.

So why wouldn't any bank want to make their customer happy?

And that is what we are doing.

Opening up a world of opportunity

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