

The expectations placed upon retail banks have never been higher.

Customers demand 24x7 mobile banking, and increasing competition is emphasising the need to react to market changes to ensure financial products remain attractive and competitive to consumers, whilst remaining in keeping with market interest rates. Cloud technology holds the key to overcoming many of these challenges.

How can your retail bank compete with fintech and born-in-the-cloud market disrupters to deliver personalised customer experiences on a 24x7 basis? And how do you maintain this agility whilst retaining the highest levels of security and coping with the regulatory and economic pressures you face in a constantly changing market?

“The combination of call centre involvement and Six Degrees’ experienced technology consultants has proved highly effective in ensuring Metro Bank presents a robustly secure image to the world.”

- Technical Manager, Metro Bank PLC



Ensure compliance and protect against financial and cyber crime

Ensure compliance with SEC Rule 17a-4, GDPR, MiFID II, FCA and other regulatory frameworks with secure data centre facilities, public cloud platforms and connectivity backed by our experienced team of security experts.

- **Ultra-secure storage** in managed cloud and Tier III+ data centre colocation facilities, keeping your customers’ personal and transactional data safe from breach.
- **Leverage data encryption capabilities** through cloud and SD-WAN, mitigating the risk of data breach and resultant fines and reputational damage.
- **UK-based Cyber Security Operations Centre**, staffed by experienced security professionals who continuously protect your workloads from data breach.
- **Benefit from decades of experience** in cyber security managed services and tools, protecting you and your customers from evolving cyber security threats.



Ensure 24x7 business continuity and maintain brand reputation

Money makes the world go round. In today’s 24x7 society any downtime can have huge implications for your customers and your brand reputation, which is why we build highly resilient technology platforms that enable you to consistently meet the demands of your customers.

- **Highly available and resilient** public, private and hybrid cloud hosting with market-leading uptime and RTO and RPO guarantees, backed by credit-based SLAs, and supported by BaaS and DRaaS.
- **Cloud and IT infrastructure assessments** support you in understanding and optimising your server estate, balancing efficiency with security to enhance performance of both back office and customer-facing systems.
- **Deployment of SD-WAN architectures** that will optimise both throughput and uptime whilst prioritising traffic against specific resource demands, ensuring efficient use of your connectivity across your branch and head office networks.
- **Security best practices** built-in at every level, mitigating the risk of DDoS and other attacks that lead to damaging downtime and data breaches.



Deliver personalised, streamlined and secure customer experiences

Leverage data insights and empower your customer service staff through the power of cloud-based platforms, with market-leading unified communications and collaboration tools to deliver personalised, streamlined and secure customer experiences.

- **Market-leading contact centre solutions** and multi-channel collaboration tools, enabling efficient and effective customer knowledge management and service delivery.
- **Cloud, voice and data services** with GDPR and PCI compliance built-in, delivering ultimate peace of mind.
- **Optimised cloud platforms** that allow you to leverage big data, machine learning and AI to streamline customer interactions and personalise offers to deliver the best value and experience, enabling you to win new customers and retain existing ones.



Streamline and futureproof banking operations

Compete with market disruptors by transitioning away from legacy systems that prevent you from reaching your digital transformation targets, enabling you to protect profit margins and enhance business agility through embracing a modernised cloud infrastructure.

- **Highly available and resilient** public, private and hybrid cloud-based platforms procured on a consumption-based model, enabling cost scaling and allowing you to adapt quickly to changing business demands.
- **Cloud strategy workshops and assessments** ensure the most appropriate cloud migration, minimising risk and maximising cloud ROI for your business.
- **Respond to market needs quickly and with better insight.** Unify data from across legacy applications and deploy mission-critical compute power to respond faster and more accurately when markets change.
- **Advanced data analytics and machine learning**, enabling you to undertake proactive optimisation exercises and reinvest savings in further innovation.



Increase employee productivity

Further improve business operations by giving your employees access to tools that enable them to work efficiently and securely from any device, anywhere, anytime.

- **Cutting-edge applications and devices** that support employees in their day-to-day roles, whilst maintaining a consistent cyber security posture throughout your operations, safely putting the right tools in the best talent's hands.
- **Market-leading** unified communication and collaboration tools, maximising productivity and enabling seamless agile working.
- **Guidance from experienced security professionals** on tools and best practices to ensure increased agility does not lead to compromised security.

Clients



Partners and Accreditations



Six Degrees works as a collaborative technology partner to retail banks making a digital transition. By supporting retail banks on their journey to becoming more efficient, automated and digitally-enabled, Six Degrees helps them become more agile and able to retain their edge in an ever-changing sector.