

# How Compliance and Technology Drive Resilience in Financial Services



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## Please explain why your business was able to reach this award-winning level?

Compliance has become a critical priority for private banks in Switzerland, now more than ever.

Effectively monitoring and mitigating compliance risks, as well as automating compliance checks and processes, is essential to controlling operational costs while maintaining workforce efficiency.

As regulatory constraints tighten both within and beyond Europe, the impact on banks is significant. Manual compliance processes are not only error-prone but also time-consuming, diverting relationship managers from focusing on high-value services for their clients.

With a commitment to efficiency and exceptional customer experience, ERI delivers best-in-class technology solutions that automate complex and labour-intensive processes. These solutions ensure that the services banks provide to their clients remain fully compliant with the latest regulations, allowing banks to operate confidently in an increasingly demanding regulatory landscape.

## How do you intend to remain on the front foot and continue to set a high standard?

The key to providing our clients with a seamless customer experience lies in ensuring our teams stay up-to-date with the latest regulations in Switzerland and beyond.

To truly support private bankers and wealth managers, we must anticipate the challenges they will face. This proactive approach allows us to identify, well in advance, the necessary actions and solutions to implement. By doing so, we enable banks to navigate regulatory changes with confidence and peace of mind. Maintaining high standards in this dynamic environment requires leveraging cutting-edge technology solutions tailored specifically to the needs of private banks. Automation plays a crucial role in streamlining compliance processes, reducing manual errors, and increasing efficiency.

Advanced data analytics can offer predictive insights, helping banks stay ahead of regulatory changes and market trends.

Additionally, integrating secure and user-friendly platforms ensures that relationship managers can focus on delivering personalised, high-value services to their clients. By continuously investing in innovative technology and fostering a culture of adaptability, private banks in Switzerland can meet evolving regulatory demands while upholding exceptional service standards.

## What will winning this award do for your business and colleagues?

We always are extremely proud when winning an award as this is a true accomplishment and recognition of our teams' hard work. It is a testimonial of our achievements showcasing the successful use cases of our clients.

## Where do you see the wider wealth management sector going in the next five years?

The wealth management sector is set to undergo significant transformation over the next five years, driven by technological advancements, shifting client expectations, and evolving regulatory landscapes. ERI is dedicated to continuously investing in its solutions to address the latest regulatory requirements while meeting the changing needs of its customers.

For example, leveraging data and AI to deliver tailored services, combined with digital tools and human expertise, will remain critical for successful interactions between clients and relationship managers. Additionally, adapting strategies to align with younger generations' preferences will be a key aspect of navigating the great wealth transfer.

These advancements will be further supported by open banking initiatives, ensuring the feasibility of global wealth solutions that accommodate cross-border assets.