

Learning from Recent Innovations: Disruption or Evolution?



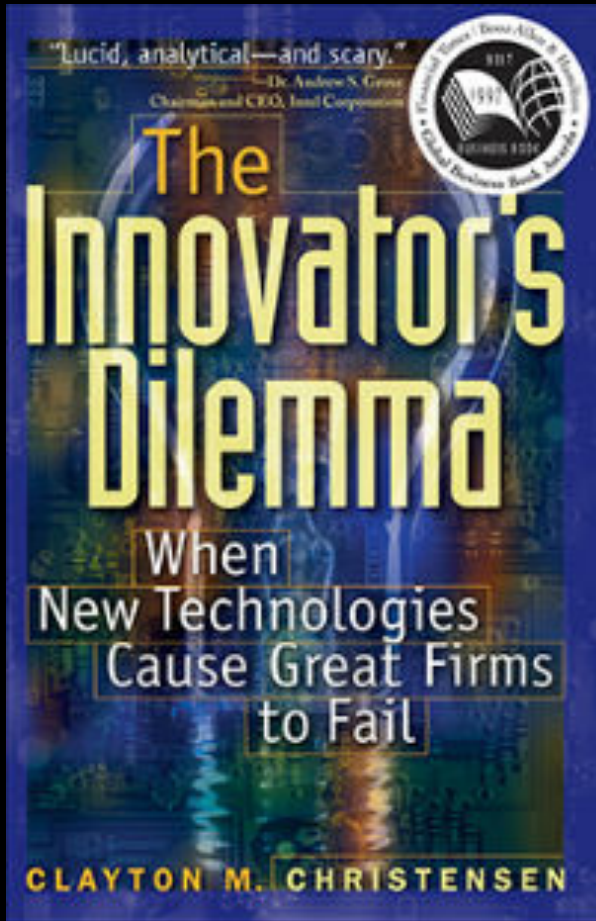
JP Nicols

JP Nicols has been internationally recognized as a leading voice for innovation, strategy and leadership, and his thought leadership has been featured in some of the world's leading publications and conferences.



He is a trusted advisor to both early stage and enterprise companies, and is an instructor on innovation in banking at the Pacific Coast Banking School, held at the University of Washington.

JP is the President and COO of **Innosect**, a global innovation enablement and analytics firm, and the Co-Founder of the **Bank Innovators Council**, which promotes and supports innovation in banking worldwide.



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Banks Face the Innovator's Dilemma

JP Nicols

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Sometimes the simplest lessons are the hardest ones to learn.

Anyone who has taken even the most basic business course in the past fifty years is undoubtedly familiar

Editor's Choice



Banks Face the Innovator's Dilemma

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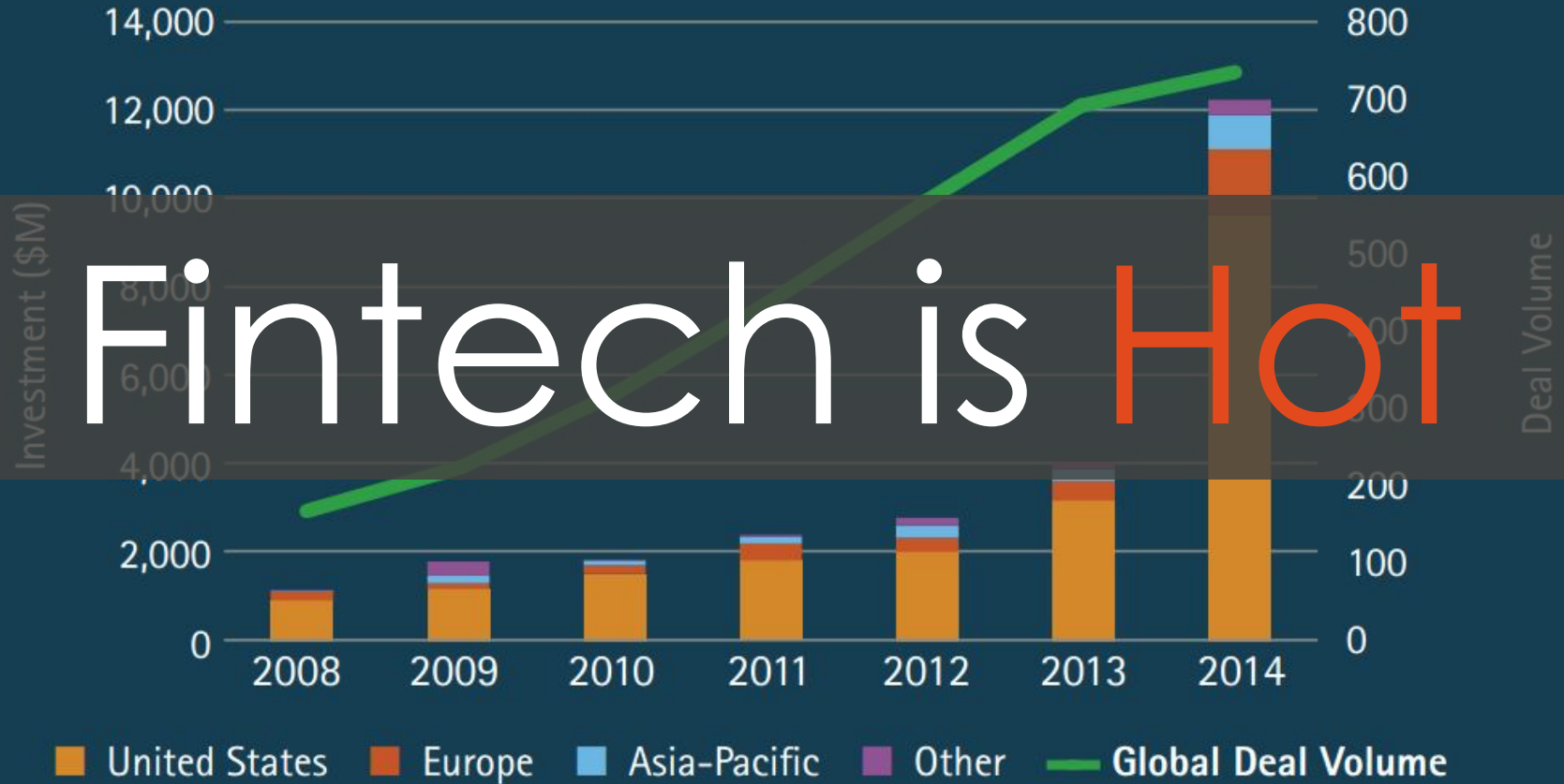
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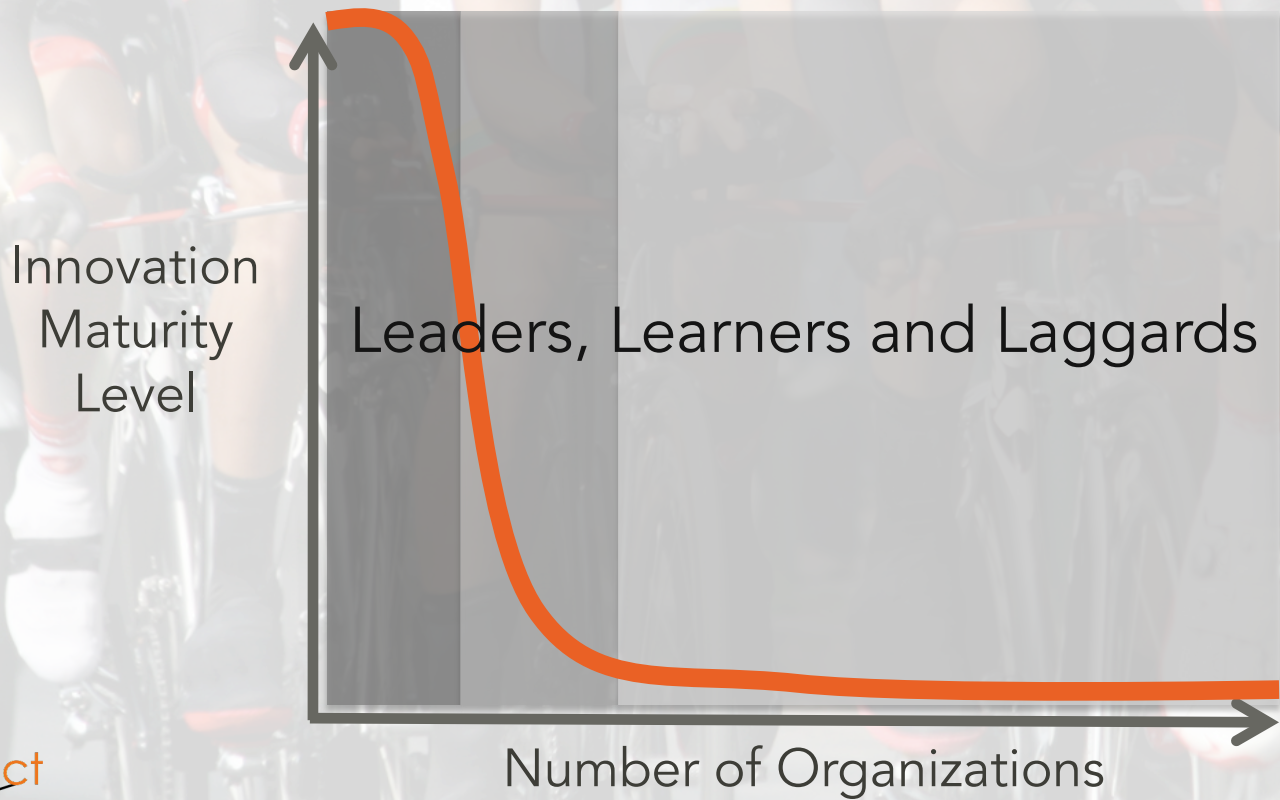


Rebar Stage

Figure 4: Global FinTech Financing Activity



The Industry is Not





What Happens if Our **Maps**
Don't Match the **Landscape**?







New Landscape



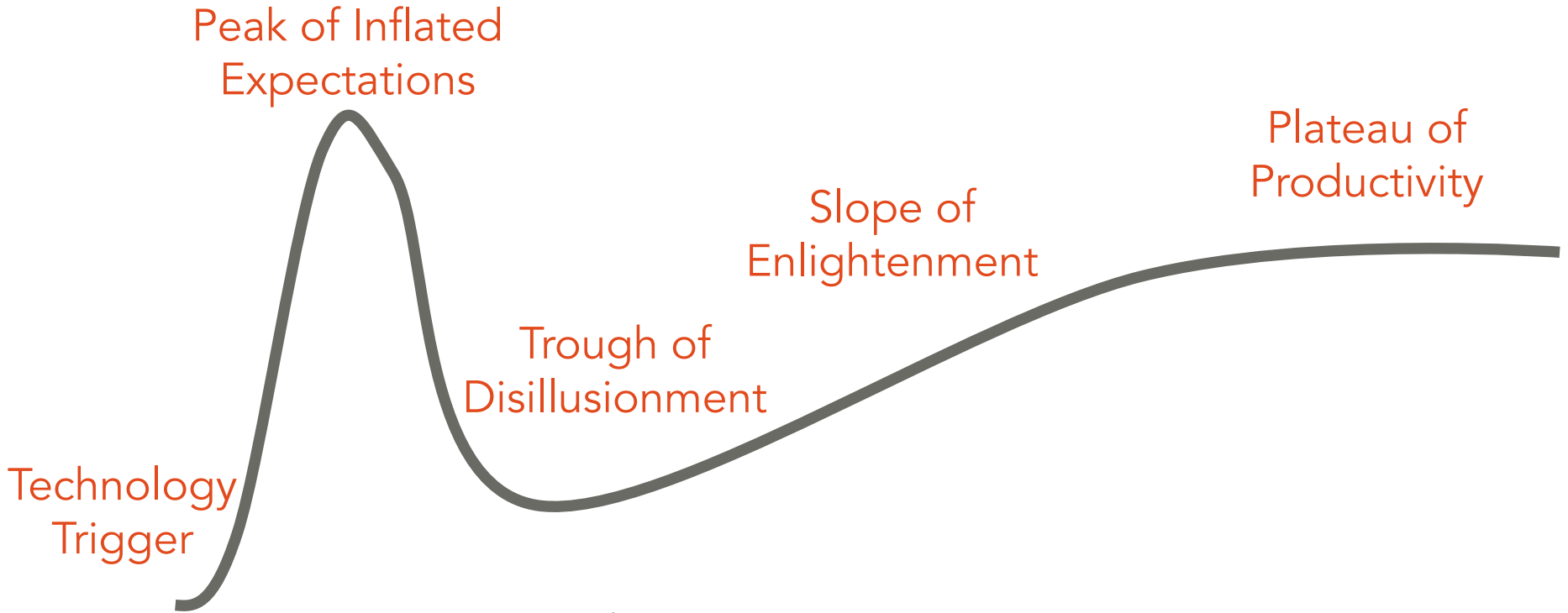
\$4.7
Trillion

Goldman Sachs, 2015



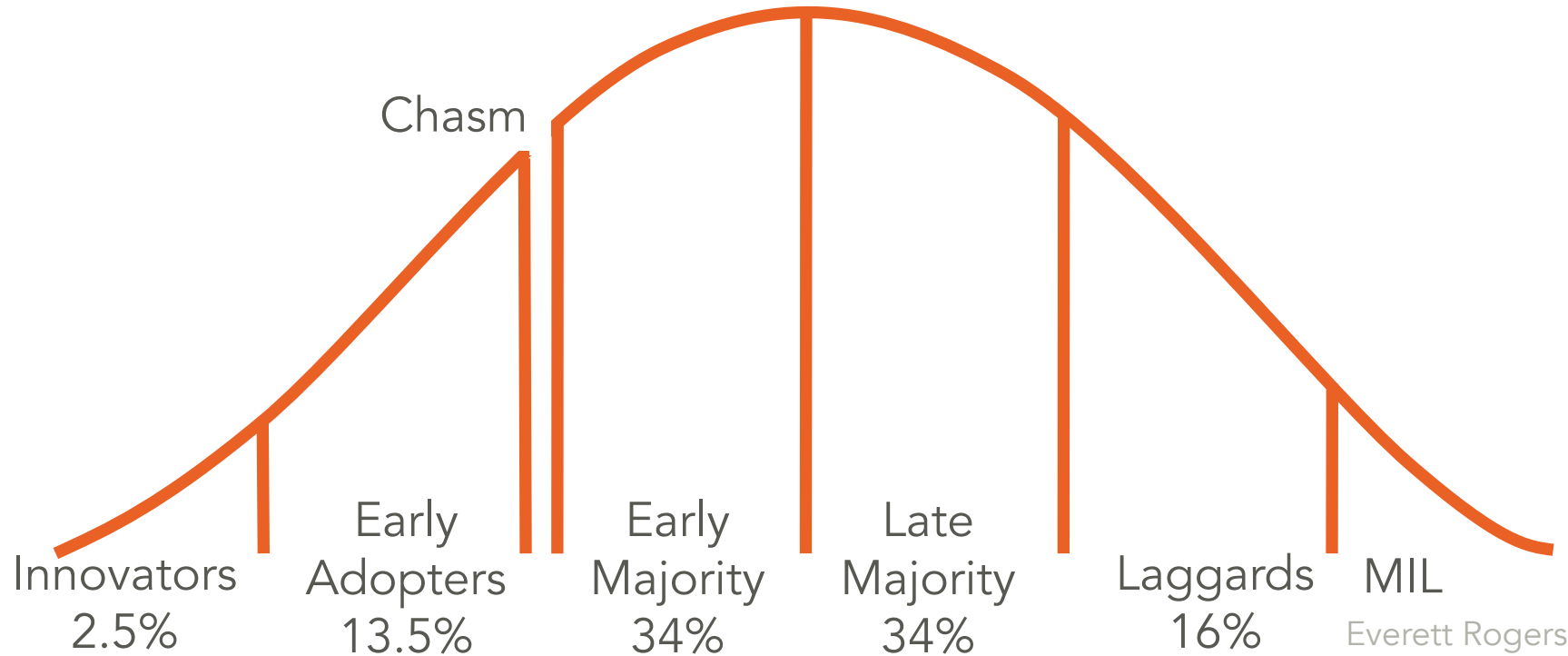
Where's My Jetpack?

The *Fast Pace* of Slow Change

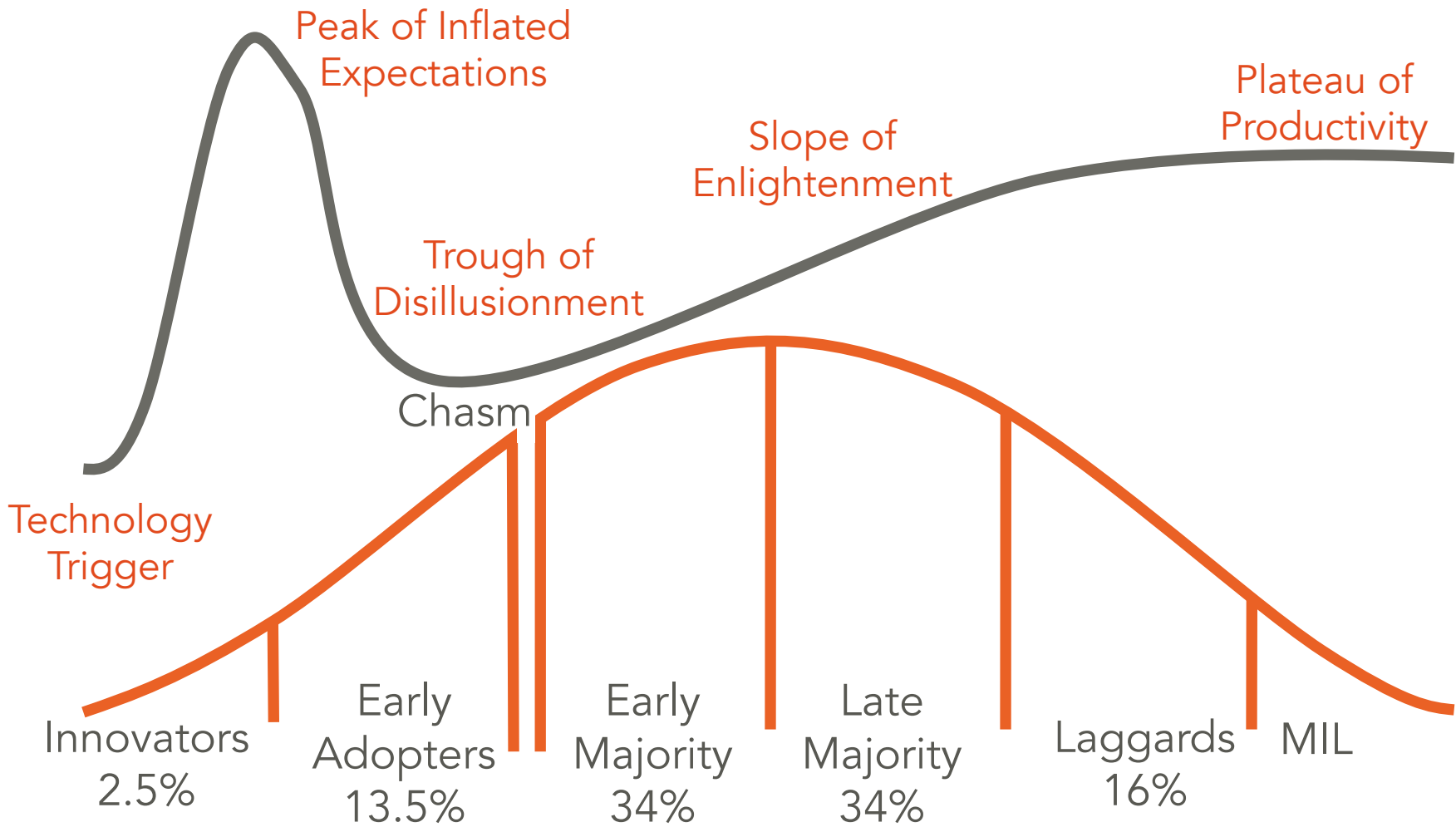


The Gartner Hype Curve, 1995

Diffusion of Innovation



Everett Rogers, 1957
Geoffrey Moore, 1993

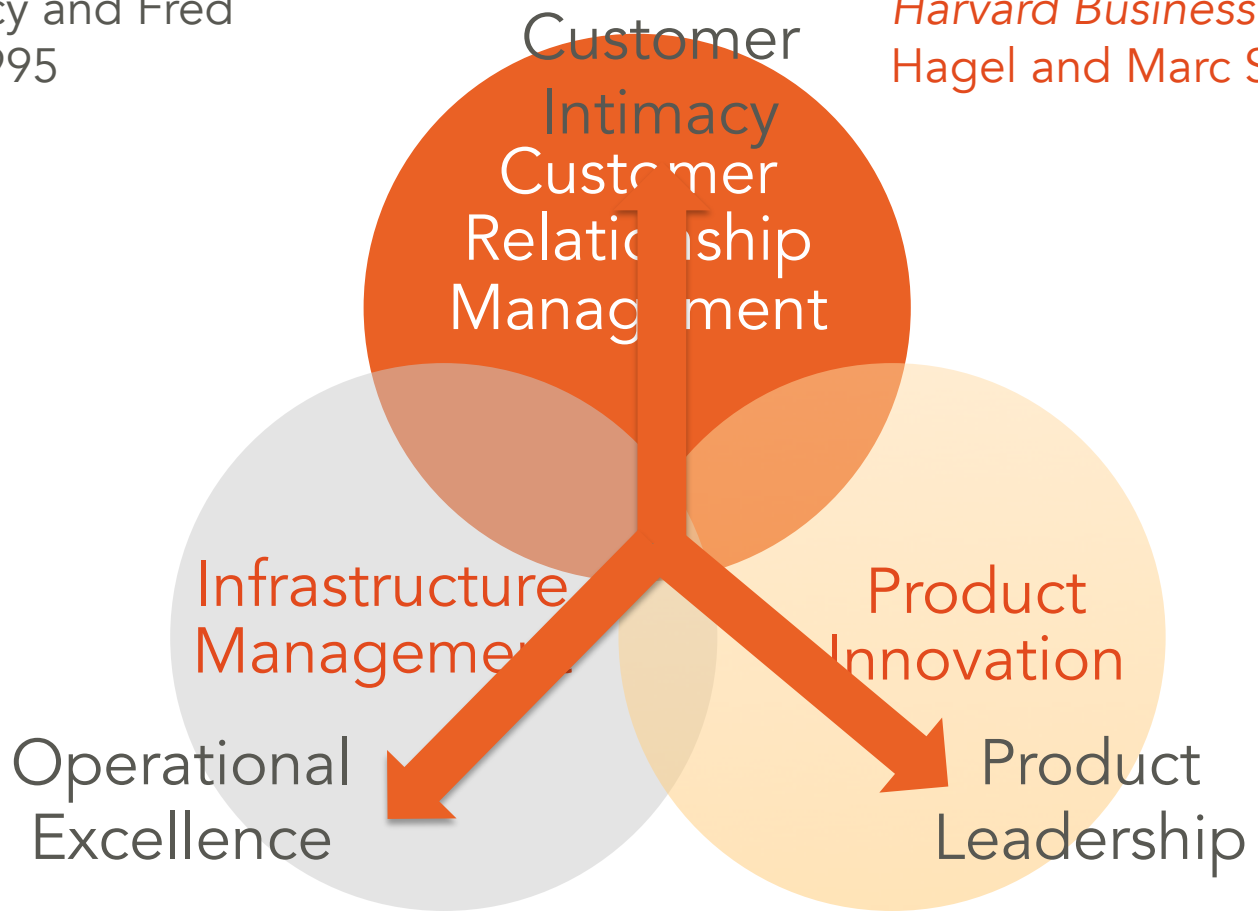


"The Discipline of Market Leaders"

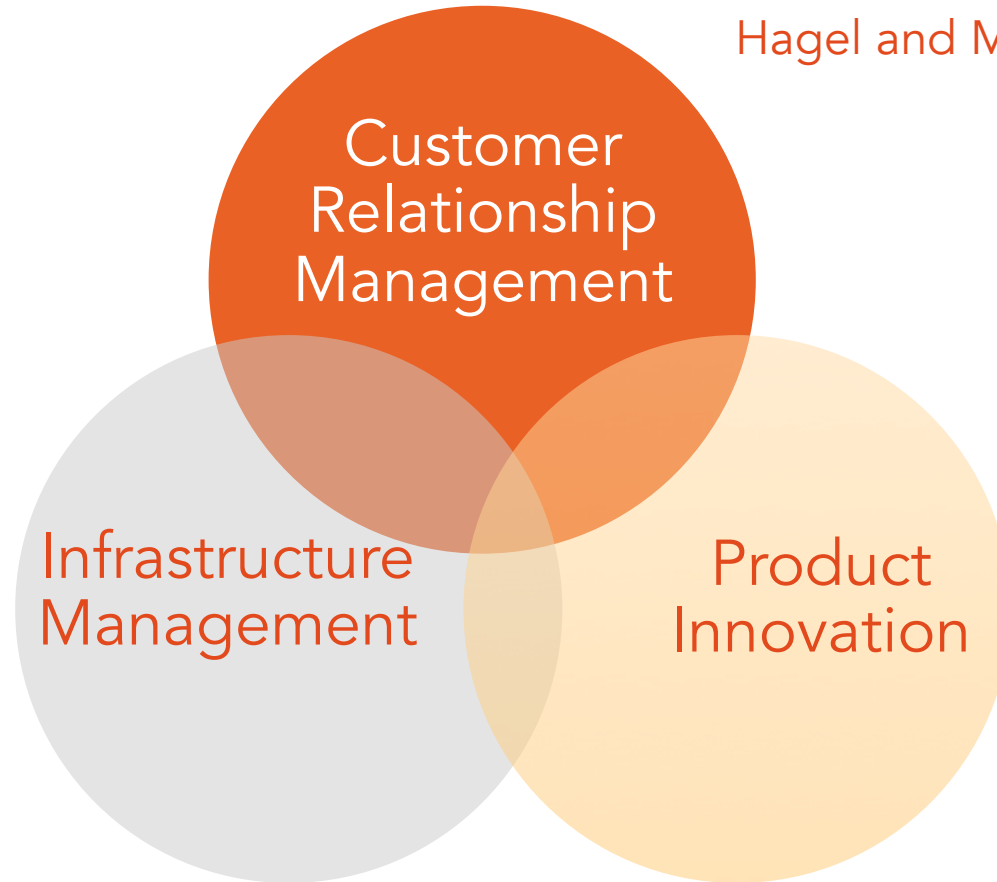
Michael Treacy and Fred Wiersema, 1995

"Unbundling the Corporation"

Harvard Business Review– John Hagel and Marc Singer, 1999



“Unbundling the Corporation”
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Hagel and Singer, 1999	Product Innovation	Customer Relationship Management	Infrastructure Management
Economics	Early Market entry enables premium prices and acquiring large market share; speed is key.	High cost of customer acquisition makes it imperative to gain large wallet share; economies of scope are key.	High fixed costs make large volumes essential to achieve low unit costs; economies of scale are key.
Competition	Battle for talent; low barriers to entry; many small players thrive	Battle for scope; rapid consolidation; a few big players dominate	Battle for scale; rapid consolidation; a few big players dominate
Culture	Employee centered; coddling the creative stars	Highly service oriented; customer-comes- firsts mentality	Cost focused; stresses standardization, predictability, and efficiency



Customer Experience Gap



Consumer

SME

Business



"Always in Beta" © Claro Partners



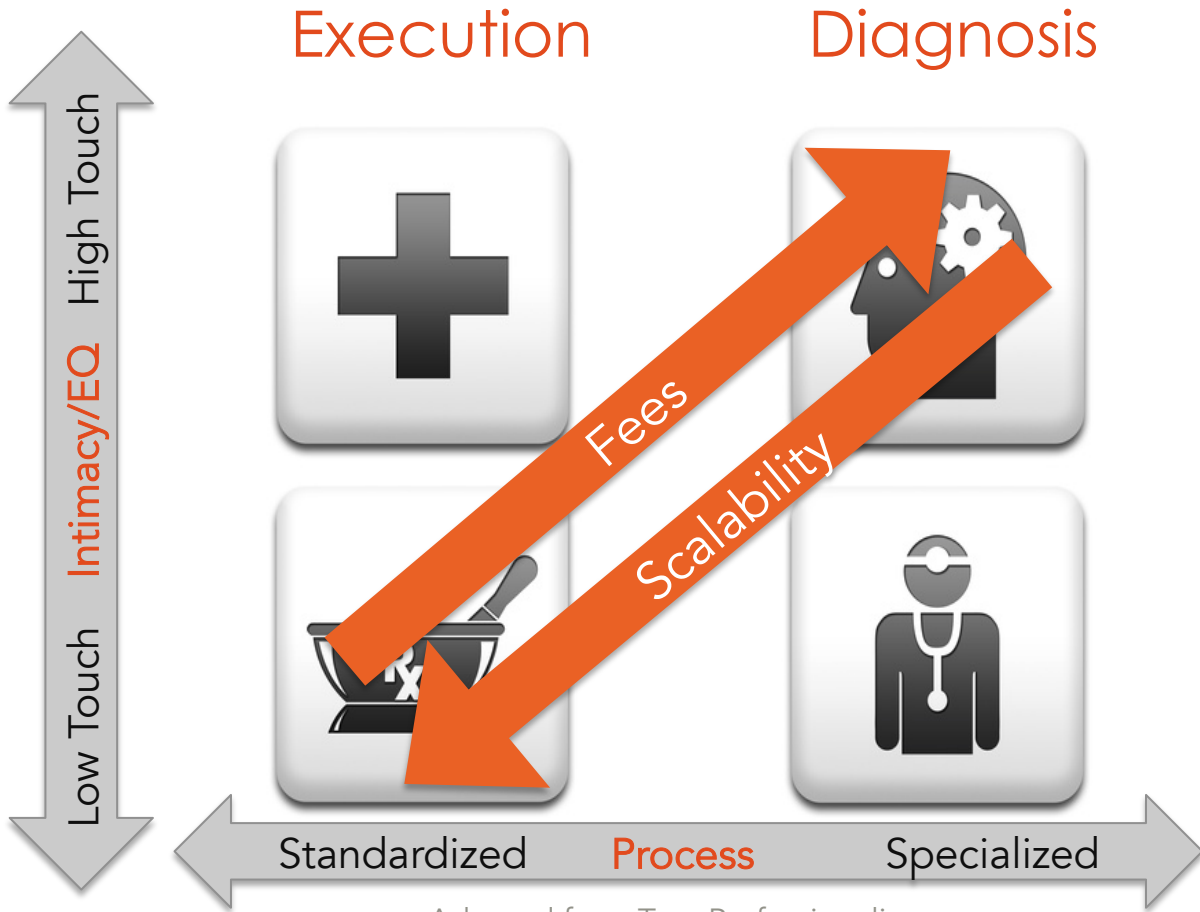
When Failure Happens:

Customer
Relationship
Management

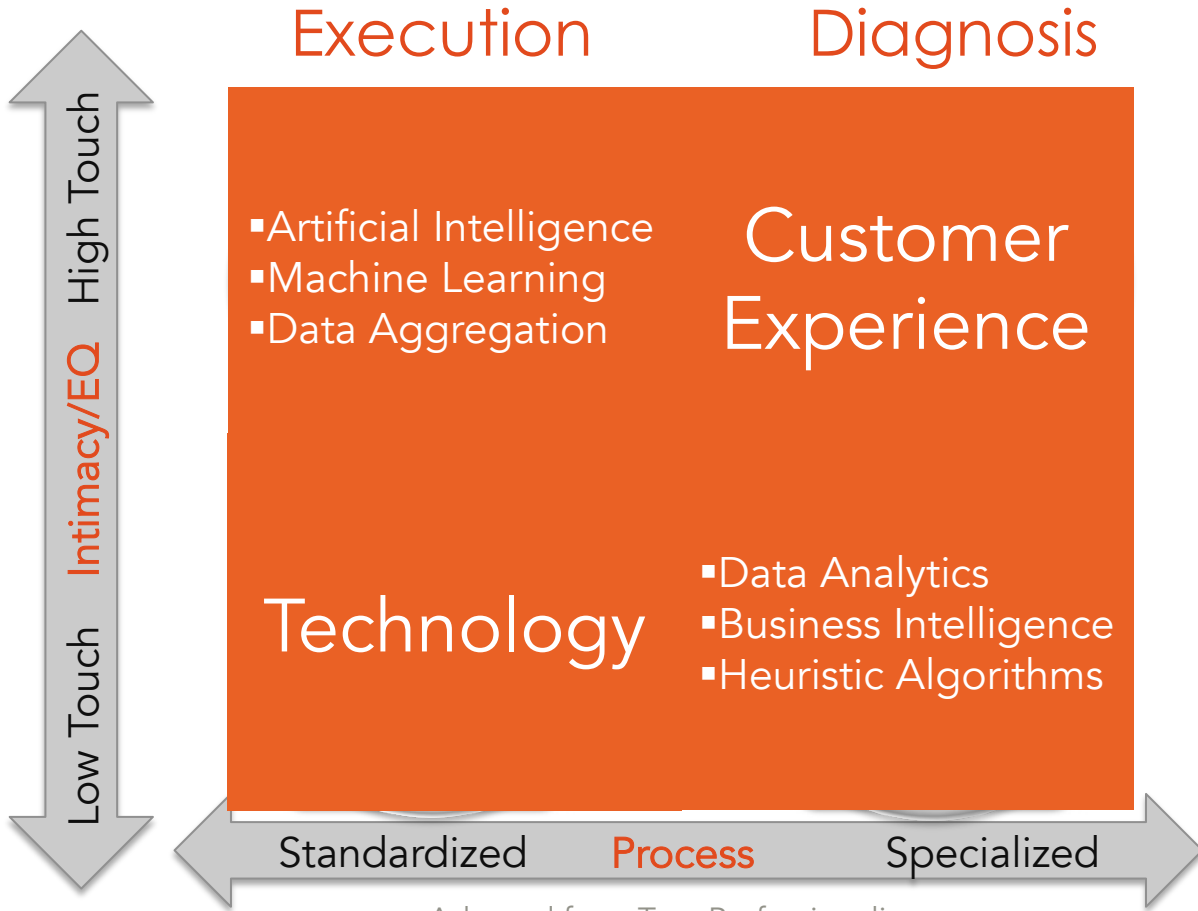
vs.

Infrastructure
Management

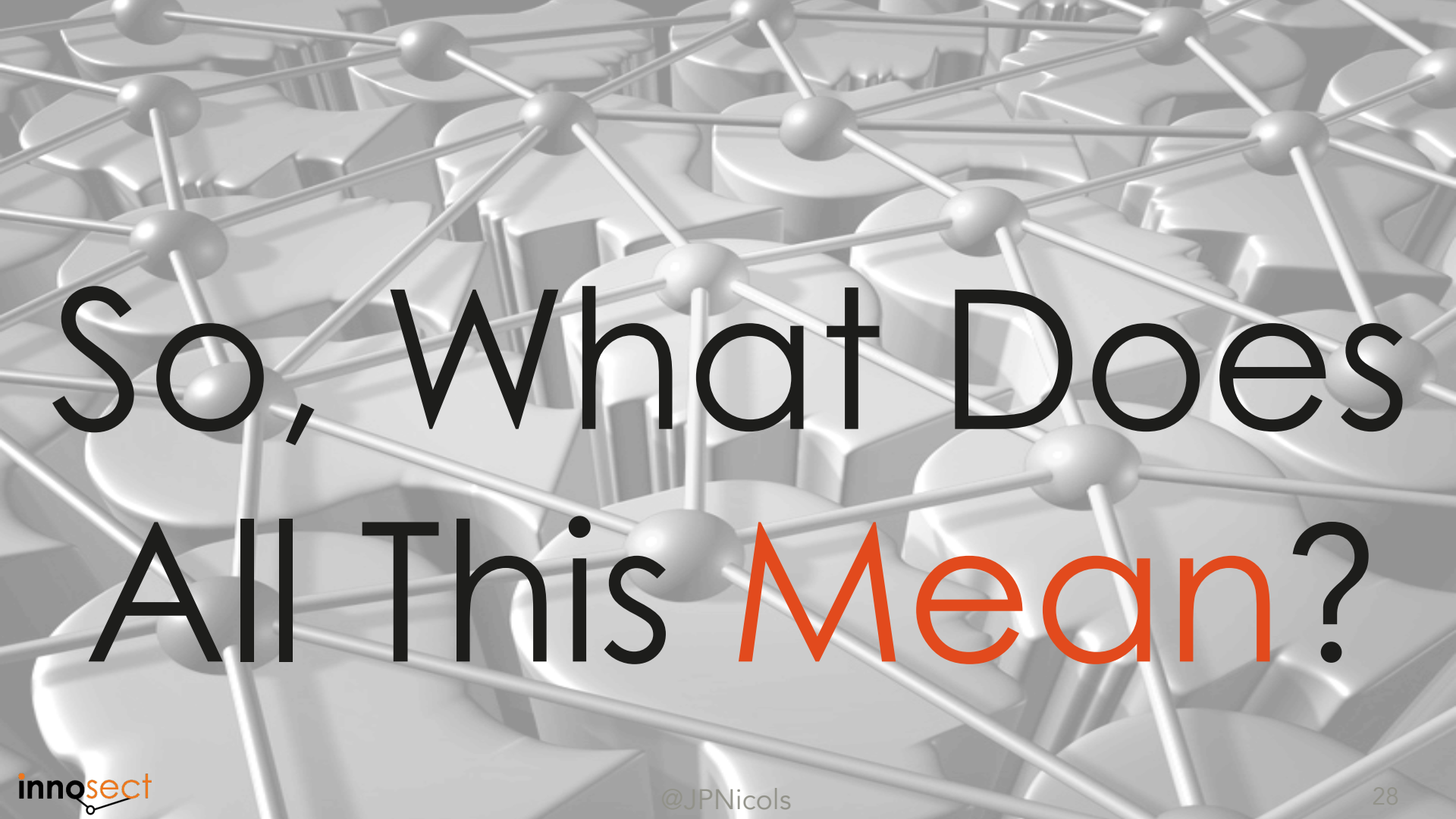




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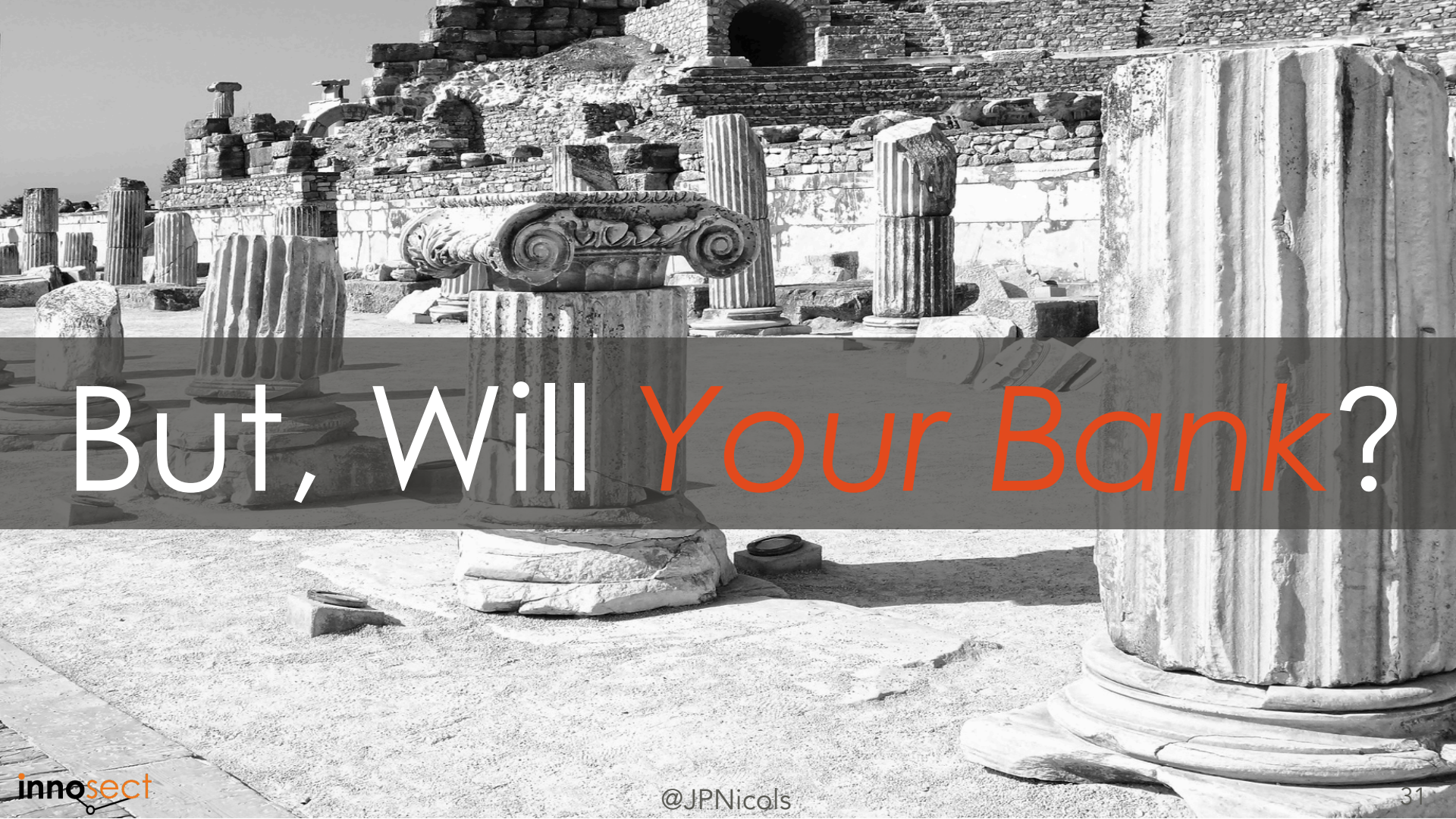
So, What Does
All This Mean?

Our Own Kodak Moment?





Banking Will Survive



But, Will *Your Bank*?



The intersection of
INNOVATION
and **HUMAN POTENTIAL**

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