Potential benefits of collaboration increase with the frequency of communication, complexity of information, and number of decision points.

Higher potential

	Less potential	
Process	Value potential ¹	Collaboration potential ²
Retail: mortgage origination		
SME/corporate: account opening		
Retail: account opening		
Retail: account servicing		
Retail: mortgage servicing		
Retail: credit card onboarding		
Retail: credit card servicing		
Retail: personal loans		
Wealth management: client discovery and planning		
SME/corporate: lending		

Retail/SME: fraud detection

Source: McKinsey analysis

McKinsey & Company

¹ Operating expenses and COGS savings.

² Number of roles involved in the process and number of total interactions across all roles.