



# Eye on Innovations Awards

for Financial Services 2020

## A short history

Introduced in 2015, Gartner's prestigious Eye on Innovation Awards recognize the innovative use of technology and highlight best-in-class industry initiatives. These initiatives are vital as catalysts for institutions becoming digital businesses. In recognition of this exciting and important work across the industry, the annual awards will be presented to executive honorees at our 2020 global Gartner IT Symposium/Xpo® conferences.

The official submission site is:

<https://www.gartner.com/en/about/awards/eye-on-innovation>



## Who can participate?

Entry is open to any financial services end-user institutions (such as banks, insurers and investment management companies) that have implemented an innovative digital initiative, product or service during the past year prior to the submission deadline.

There are no predefined submission categories. Innovation areas include:

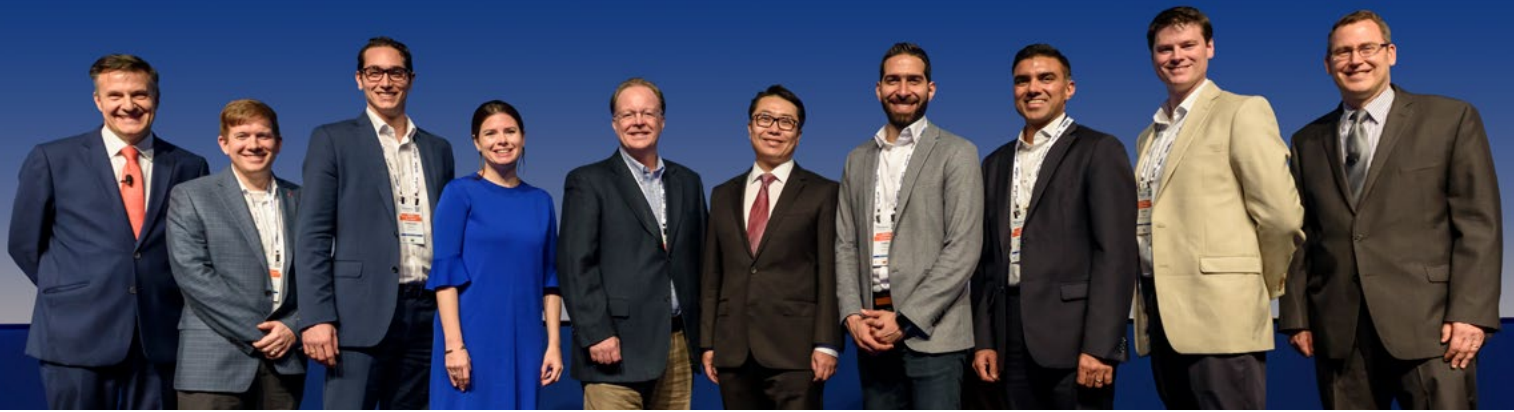
- Innovative business models that allow financial services providers to develop new strategic value creation or profit models
- Innovative service or product offerings that improve the customer experience and support the digital strategy of financial services providers
- Innovative initiatives of financial services providers to increase operational efficiencies or save costs
- Innovative adoption of technologies that improve operations of financial services providers

**“By participating in the Gartner Eye on Innovation Awards for Financial Services, we learn how to [improve] digital business, from good to excellent.”**

Michelle Liu  
Head of Data Intelligence  
Department, O Bank  
2017 APAC Winner

**“Hearing from other organizations was inspiring, and all the stories further underscored how innovation has a positive impact on business.”**

Jerrod Bowman  
Second Vice President, Claims Business  
Intelligence and Analytics, Travelers  
2019 Americas Regional Winner



## Who selects the winners?

All submissions are assessed by a cohort of Gartner experts and advisors with extensive experience in the financial services industry. The Gartner Awards Framework (GAF) is used as a structured model of assessment that enables the participating organizations to be benchmarked against world-class performance standards. The GAF consists of specialized assessment modules pertaining to the evaluation criteria, including business opportunity, capabilities and quantitative metrics for success. This represents a robust set of requirements used as the methodology for assessing submissions from participating organizations in a pertinent, independent and objective manner.

The chosen finalists will present at Gartner IT Symposium/Xpo in Orlando, Florida; Gold Coast, Australia; and Barcelona, Spain, depending on the regional scope of their submissions. Each finalist has between three and five minutes (depending on the number of finalists) to present their innovation initiative in front of an audience of 400 to 800 financial services business and IT professionals. Experts will strictly monitor and enforce the timing of presentations to ensure fairness and to meet session constraints. All session attendees (the assembled end-user audience) will vote at the end of the category presentations using online/ wireless polling to choose the winners as well as the overall regional winner.

**“It has been a great experience to compete for such an important award with the most innovative projects in EMEA.”**

Agustin Matey Sanz, Head of Customers, Digitalization and Products, Caser Seguros  
2019 EMEA Regional Winner

## Eye on Innovation Awards for Financial Services Winners From the Past Five Years:

### AMERICAS

Allstate  
Banco Bradesco  
Bancolumbia  
Bank of America Merrill Lynch  
Bank of Montreal (BMO)  
BNY Mellon  
Business Development Bank of Canada  
Citibank  
Liberty Mutual Insurance  
Mastercard  
Northwestern Mutual  
Redstone Federal Credit Union  
Synchrony Financial  
Travelers  
USAA

### EMEA

Absa Bank  
Aksigorta  
Bank Millennium  
Barclays  
CaixaBank  
Caser Seguros  
DenizBank  
Discovery Insure  
Israel Credit Cards  
Israel Discount Bank  
Markerstudy Insurance Services  
Mashreq Bank  
mBank  
National Bank of Greece  
Zurich Insurance Group

### APAC

AXA Tianping P&C Insurance  
Cathay Life Insurance  
Commonwealth Bank of Australia  
CTBC Bank  
E.Sun Commercial Bank  
Hua Nan Commercial Bank  
O-Bank  
Ping An Insurance  
SBI Card  
State Bank of India  
Taishin International Bank  
Taiwan Stock Exchange  
Westpac