

10 Financial Services priorities for COVID-19 and beyond

Staying connected for business continuity

AT&T Business is having ongoing conversations with banks, insurers, wealth managers, and other financial professionals. These are the top technology priorities we're hearing from many of them as they seek to maintain communications, sustain access to critical resources, and protect expanding ecosystems.



Fraud and data protection

Integrated cybersecurity that can help protect brokers, call center reps, and other essential workers from data and application threats



Contact center solutions

Responsive channels that can efficiently and empathetically handle large volumes of financial inquiries to reinforce trust and omnichannel customer experience



Virtual advisor services

Location-agnostic video streaming to efficiently scale face-to-face interactions for retail, wealth, and insurance customers



Omnichannel enablement

Orchestration of customer touchpoints with tech like interactive voice recognition, messaging, and self-service to help minimize friction and increase utility



Mobile hotspot tethering

Quickly deployable primary or backup connection to critical corporate resources for distributed and home offices



Scalable connectivity

Enterprise infrastructure that can help minimize strain on corporate and cloud resources while supporting more remote workers, advisors, and agents



Digital agility

Software-defined colocation to adjust performance based on changing conditions for more future-flexible customer and employee experience



Website and app performance

Performance optimization to help increase reliability and flexibility of digital channels that provide access to critical accounts, loans, and transactions



Executive communication

Conferencing services specifically designed for broad, critical communication with employees, key partners, and suppliers



Remote network access

Extend the corporate network to virtually any location or wired or wireless device for Class of Service, cybersecurity, and resiliency

Connect with your AT&T representative or view our [Business continuity resources](#) to help your business respond to and recover from disruptive events.