

Nearly Six in Ten Payment Executives Unprepared for Growing Competition in Payments, According to New ACI Worldwide and Ovum Research

NAPLES, Fla.--(BUSINESS WIRE)-- In increasingly competitive markets, the payment experience has emerged as a critical factor to grow market share. Yet a new [Global Payments Insight Study](#) of consumer finance, higher education, insurance and other billing organization executives—conducted by [ACI Worldwide](#) (NASDAQ: ACIW) and leading market research and advisory firm Ovum—found that most organizations lack the payments innovation necessary to win consumers.

Principle findings of this study include:

Executives not prepared to innovate

- | 65 percent of organizations recognize they face growing competition when it comes to payments, including:
 - | 76 percent of consumer finance companies
 - | 60 percent of higher education institutions
 - | 59 percent of insurance companies
- | 59 percent of organizations are not confident they are flexible enough to drive innovation in payments, including:
 - | 75 percent of consumer finance companies
 - | 60 percent of higher education institutions
 - | 47 percent of insurance companies

Seismic shift from cash to electronic payments

- | 25 percent of organizations stopped accepting cash last year
- | 30 percent increase in the number of organizations accepting electronic payments over the last year
- | 80 percent accept electronic payments, while only 65 percent accept paper payments

Increasing investment in payment services as competition increases

- | 55 percent of organizations increasing investment in payments
- | 37 percent holding investment constant
- | 8 percent decreasing investment in payments
- | Organizations want to increase investment in real-time payments (50 percent), mobile payments (48 percent) and biometric authentication (38 percent)

ACI and Ovum will be hosting a webinar Thursday, June 9, at 2:00pm ET on the findings. Attendees will learn about the new payment options organizations are planning to win market share. To register and receive a copy of the report, please click [here](#) or visit <http://www.aciworldwide.com/billpayinsights>.

Survey Methodology: The five-part [Global Payments Insight study](#), conducted by [ACI Worldwide](#) and Ovum, asked more than 1,600 executives representing leading banks, retailers and billing organizations across the Americas, Asia-Pacific and EMEA about their experiences, perceptions and expectations of payments and how payments are shaping their behaviors today.

About ACI Worldwide

ACI Worldwide, the [Universal Payments](#) (UP) company, powers electronic payments for more than 5,100 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries as well as thousands of [global merchants](#) rely on ACI to execute \$14 trillion each day in payments. In addition, myriad organizations utilize our electronic bill presentment and payment services. Through our comprehensive suite of software and SaaS-based solutions, we deliver real-time, any-to-any payments capabilities and enable the industry's most complete omni-channel payments experience. To learn more about ACI, please visit www.aciworldwide.com. You can also find us on Twitter [@ACI_Worldwide](#).

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