

# FinTech, Payments & Transaction Processing

## During industry change, human capital is your strongest asset.

Korn Ferry's FinTech, Payments & Transaction Processing practice focuses on helping firms find, develop, and retain best-in-class talent by utilizing the leading intellectual property in the human capital industry. The challenges of a transforming industry demand nimble, flexible leaders who can lead change, drive innovative solutions, and leverage technology. We offer a full range of solutions designed specifically to address the sector's needs, including executive search, competency-based assessments, interactive leadership development programs, one-on-one coaching, strategic talent design, and succession planning.

## Transformation requires agile leaders.

Market disruption by highly innovative start-ups, continued consolidations, and increased regulatory and compliance oversight all influence the types of leaders needed in the sector. The transformation in the industry requires leaders who can create new and different approaches to stay ahead in the market. Today's leaders must be agile, creative, strategic, able to evaluate and deploy people effectively, and able to adapt to rapid change. Selecting and developing the best leaders is an essential part of the business strategy.

### DESIGN

- ▶ Talent Strategy and Organizational Alignment

### BUILD

- ▶ Board and CEO Services
- ▶ Leadership Development
- ▶ Succession Management
- ▶ Workforce Performance, Inclusion and Diversity

### ATTRACT

- ▶ Board, CEO and Executive Recruitment
- ▶ Professional Recruitment
- ▶ Recruitment Process Outsourcing
- ▶ Onboarding
- ▶ Employer Brands and Talent Communications

#### Sectors served:

- ▶ Core Processing
- ▶ Payments Processing
- ▶ Consumer & Commercial Payments
- ▶ Payments Software
- ▶ Alternative/Mobile Payments
- ▶ Marketing & Analytics
- ▶ Data

#### Roles:

- ▶ Board of Directors
- ▶ CEO
- ▶ President/COO
- ▶ Sales
- ▶ Marketing
- ▶ Product
- ▶ IT
- ▶ Risk
- ▶ Financial
- ▶ HR

## Global presence, local expertise.

- ▶ We are strategically positioned to meet the C-suite and functional talent needs of the FinTech, Payments & Transaction Processing industry. Our network includes key leaders and innovators in the industry.
- ▶ We partner with leading public companies, private-equity and venture-backed organizations ranging in size from start-up to the Fortune 500. Our professionals collaborate as a global team located in financial centers around the world to help firms identify their C-suite and functional leader talent, drive their development, accelerate readiness, and reduce risk during executive transitions.
- ▶ We are the only firm that can help you both identify internal and external talent and develop them simultaneously through proven solutions that meet and exceed your expectations.
- ▶ As thought leaders in the industry, we take pride in providing counsel on market dynamics, industry trends, and assessment of market talent. We are here to help you leverage talent as a key competitive advantage.

### Our team



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## Partnering with clients to facilitate transformation.

**Client:** Global Fortune 50 Financial Services Firm

**Situation:** The Company was looking to partner with a global provider of diversified talent solutions for all of their executive search, mid-level hiring, and leadership and talent development requirements throughout the enterprise. Ideally, their partner would have a consistent framework and methodology for all their talent needs.

**Solution:** Korn Ferry developed an account team with financial services and payments industry expertise across all of our businesses: Executive Search, Futurestep (our mid-level recruiting and RPO business), and Leadership & Talent Consulting. In two years, we have completed 32 executive and mid-levels searches, and we have assessed, trained, and coached many high potential executives globally. In addition, we have led Learning Agility Workshops to enhance team performance and effectiveness, and HR Development Programs to certify their HR teams in a consistent framework and methodology.

**Client:** PE-backed payments processor with under \$30 million in revenue

**Situation:** The private equity firm had recently made an investment in the company and needed to augment the leadership team to resolve technical challenges with the platform, reduce the burn rate, and retain customers. They needed to hire a search firm that had deep industry expertise and knew the key talent in order to quickly address issues with the newly acquired company.

**Solution:** Korn Ferry's payments expertise allowed for a targeted approach to the market and a successful conclusion. The newly recruited team has already had a significant impact on enhancing the technology platform, driving revenue, and reducing the cost structure.