

## Jerry Silva

### Research Director



Jerry Silva is research director for IDC Financial Insights responsible for the global retail banking practice. Jerry's research focuses on technology trends and customer expectations and behaviors in retail banking worldwide. Jerry draws upon over 25 years experience in the financial services industry to cover a variety of topics, from the back office, to customer channels, to governance in the technology shops at financial institutions. His work for both institutions and vendors gives Jerry a broad perspective in technology strategies.

#### BACKGROUND

Previously, Jerry ran his own technology consulting company, PG Silva Consulting, assisting both vendors and institutions with the development, marketing, acquisition and deployment of technology solutions in financial services. Prior to that, Jerry was responsible for product strategy at S1 Enterprise in Atlanta, creating solutions for consumer and small business online banking, mobile banking, and payments. Jerry was also research director at Boston-based TowerGroup, where he helped create and grow a successful retail banking research practice. His banking background includes 16 years of direct experience running technology shops and transformational projects for First Chicago, BayBank, and BankBoston.

#### EDUCATION/INDUSTRY ACCOMPLISHMENTS

- BA in Production & Operations Management from Boston University
- Sought after for commentary in publications including the Wall Street Journal, The Economist, the New York Times, American Banker, and others.
- Chaired the Financial Services Technology Forum and the Identity Theft and Fraud Symposium.
- Featured speaker at industry conferences such as the BAI Retail Delivery Show.

#### Jerry Silva

Research Director  
Global Retail Banking  
IDC Financial Insights

- Over 25 Years of experience
- Research Content: banking technology strategies, back and front office, workforce optimization, security and fraud, and payments
- Follow Jerry on twitter: @JerrySilva\_PGS
- Read Jerry's blog posts in the [IDC Financial Insights Community](#)
- Request a briefing with [Jerry](#)