

Témoignage Métier - BNP Paribas Security & Services

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BNP PARIBAS GROUP

RETAIL BANKING AND SERVICES



BNP PARIBAS
FRENCH RETAIL BANKING

BNP PARIBAS FORTIS
RETAIL BANKING IN BELGIUM

BNL RETAIL BANKING IN ITALY

BGL BNP PARIBAS
RETAIL BANKING IN LUXEMBOURG

LEASING SOLUTIONS
EQUIPMENT SOLUTIONS

PERSONAL INVESTORS
DIGITAL BANKING AND INVESTMENT
SERVICES

ARVAL EQUIPMENT SOLUTIONS

INTERNATIONAL FINANCIAL SERVICES

RETAIL BANKING OUT OF EURO ZONE

PERSONAL FINANCE
CREDIT FOR INDIVIDUAL CUSTOMERS

BNP PARIBAS CARDIF

BNP PARIBAS WEALTH MANAGEMENT
PRIVATE BANKING

BNP PARIBAS ASSET MANAGEMENT
ASSET MANAGEMENT

BNP PARIBAS REAL ESTATE
REAL ESTATE

CORPORATE & INSTITUTIONAL BANKING

BNP PARIBAS SECURITIES SERVICES

GLOBAL MARKETS - CORPORATE BANKING





BNP PARIBAS SECURITIES SERVICES



Helping our clients realise their cross asset class investment opportunities around the world

















Markets covered

-----Proprietary network 27 countries

------Local expertise in 36 markets

> ASSETS UNDER CUSTODY USD 10,282bn +6.7% vs 31.12.2015

PROVIDING SERVICES TO:

managers in Europe

50% of the top 20 asset 13 out of the top 15 insurance companies in Europe

ASSETS UNDER ADMINISTRATION USD 2,503bn +6.2% vs 31.12.2015

TRANSACTIONS SETTLED 84.7m +16% vs 2015

BETTER, FASTER AND SIMPLER CUSTODY

In 2016, we launched Augmented Custody, a programme designed to make our custody services better, faster and simpler and enable our clients to manage their investments more efficiently.

"Custodians have a huge role to play in helping their clients maximise the efficiency of their operations and keep their competitive edge. Our ambition is to enhance our core services thanks to the power of digital."





Business CASE – Follow The Sun Hub AMERICAS **Hub EMEA** Hub APAC European booked Clients APAC booked Clients US booked Clients





Business CASE

Need for a Platform



Improve User Experience

Pega as a Solution

- Low Code Development
- Accelerated application development possibility
- Time to Market for Follow the SUN program
- Direct Assignments
- Activity Monitoring using reports and KAIs/KPIs
- Rule Based Application, Business Rules controlled by Users
- Easy to Change
- Strong **KPI's** building functions





New Operating Model

SUNRISE **Business continuity between GC Hubs** Internal CORPORATE **PEGA** Activity Custody Action Monitoring * **Systems** Activity / Task User's KAI / KPI User's Work List Identification Complexity, Workload, SLA **SWIFTS ACCESS** Manager's view on Required Profile Reports Σ **■** Team's Worklist Complexity Preferred Location **Allocation Process** Manager's view on Configuration **Reallocation Process** Team's KAI / KPI **FAXES** Manual actions | Print | Follow | Search | export | tag | Parameterization | recent actions | Emails **SMART** Assignement Reallocation Real Time Visibility Capacity Planning Monitoring Follow the SUN

200 + users
in 3 countries for
corporate actions
and income teams

500 + users expected by end of 2018



Challenges faced and Lessons Learned

- Adapting Business Needs to Out of the Box functionalities available in PEGA
- Sizing and Performance related to Volumes
- Interfaces and parallel processing
- Infrastructure
- Dimension of the first Slot of the Project

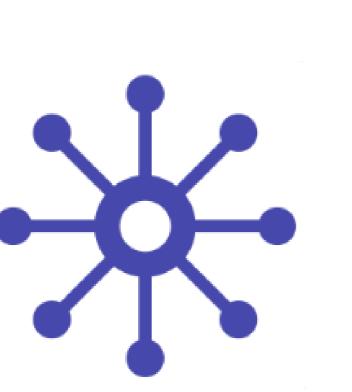






Benefits Achieved

CENTRALISED WORK MODEL



- Teams working in collaborative way (230 users, 20+ teams in Paris, Lisbon and Chennai)
- Real Time work assignment
- Clear Ownership

Production STATUS Monitoring



- Real Time view on the StatusPeaks are managed Efficiently

SLA Tracking



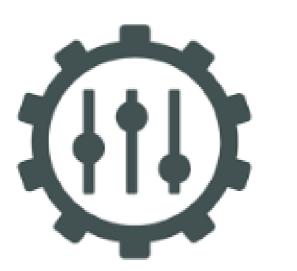
- 25% of Work is already being shared among teams in different locations
- High Priority Items are being done on priority

IMPROVEMENTS



Identified Areas of Automation

Better Controls



- New controls being added
- No Paper Printing
- Manually generated tasks are logged





OUR Journey is not finished yet!

- Corporate Actions and Income teams are using Case management tool on pega platform since June 2017
- New teams and systems will be on boarded by Mid of 2018
- Many new initiatives are under study (Project expansion)
- Robotics cases are under review







Merci



