



Témoignage Métier - BNP Paribas Security & Services

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BNP PARIBAS GROUP

RETAIL BANKING AND SERVICES

CORPORATE & INSTITUTIONAL BANKING



BNP PARIBAS

BNP PARIBAS SECURITIES SERVICES



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

Clients in
90+
markets around the world

10,000
employees

40
Innovation & Digital
Transformation team



Markets covered
90+
Proprietary network
27 countries
Local expertise in
36 markets

PROVIDING SERVICES TO:

50% of the top 20 asset managers in Europe

13 out of the top 15 insurance companies in Europe

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

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

TRANSACTIONS SETTLED
84.7m
+16% vs 2015

BETTER, FASTER AND SIMPLER CUSTODY

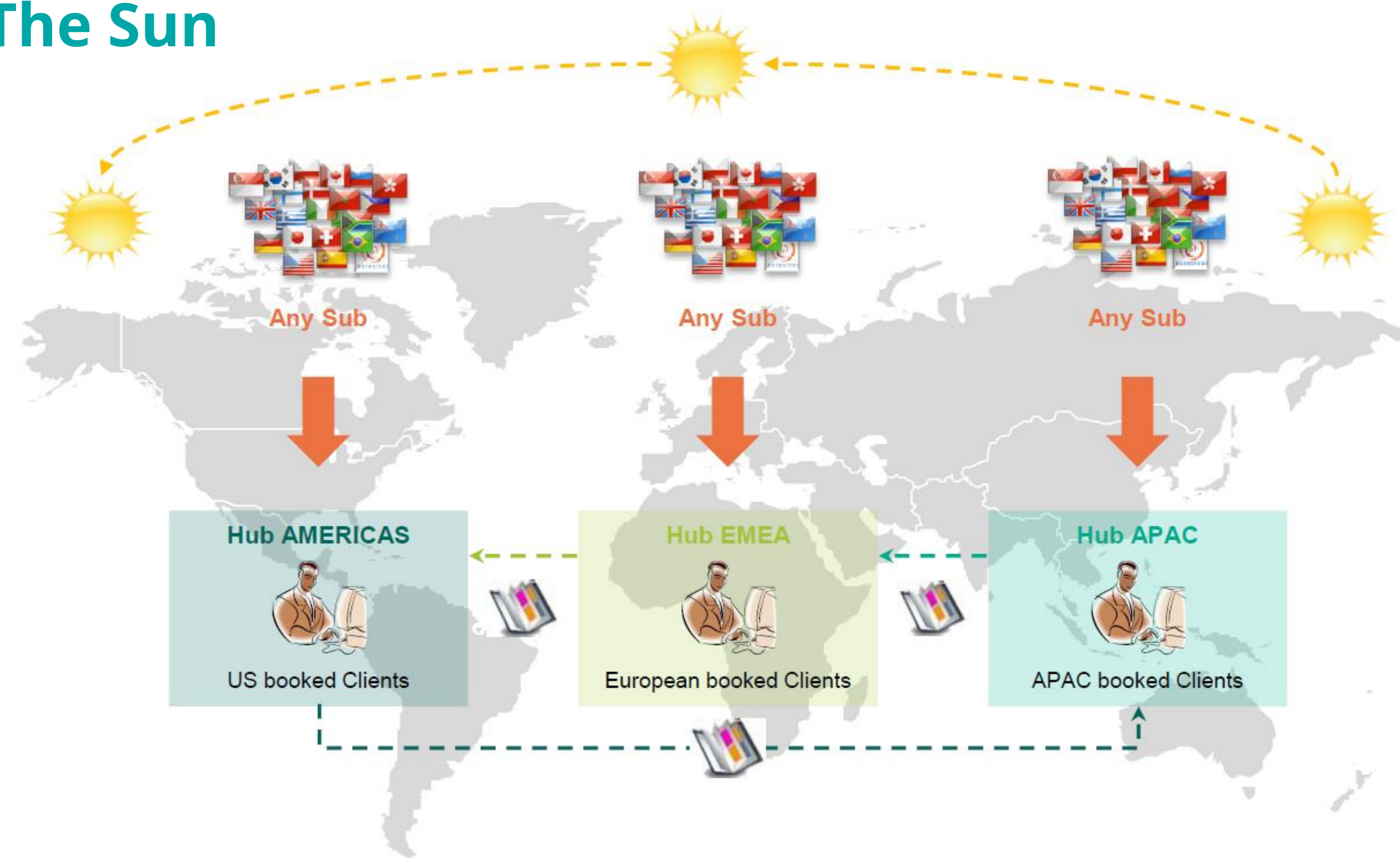
In 2016, we launched Augmented Custody, a programme designed to make our custody services better, faster and simpler and enable our clients to manage their investments more efficiently.

“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

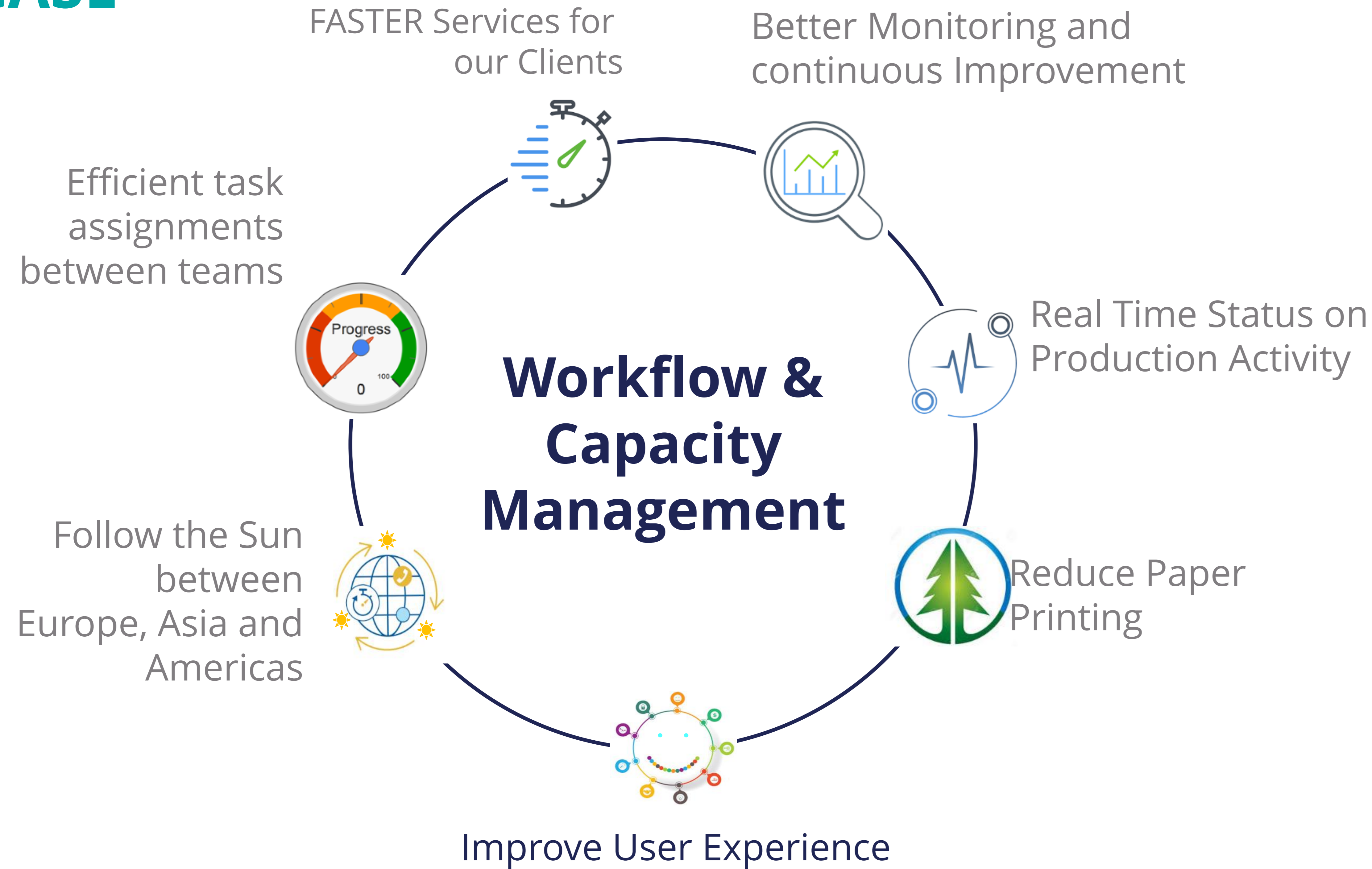
Worldwide Client Access



Business Continuity

Business CASE

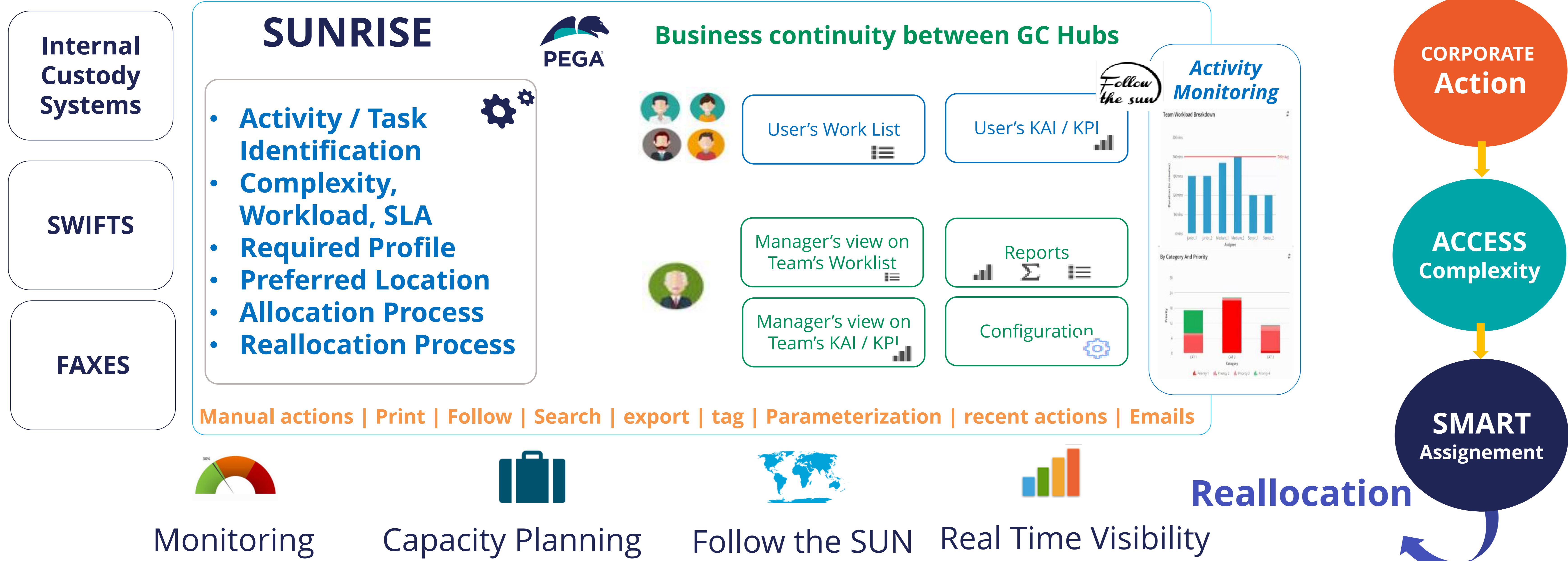
Need for a Platform



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 KAls/KPIs
- **Rule Based** Application , Business Rules controlled by Users
- **Easy to Change**
- Strong **KPI's** building functions

New Operating Model



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

500 + users
expected by
end of 2018

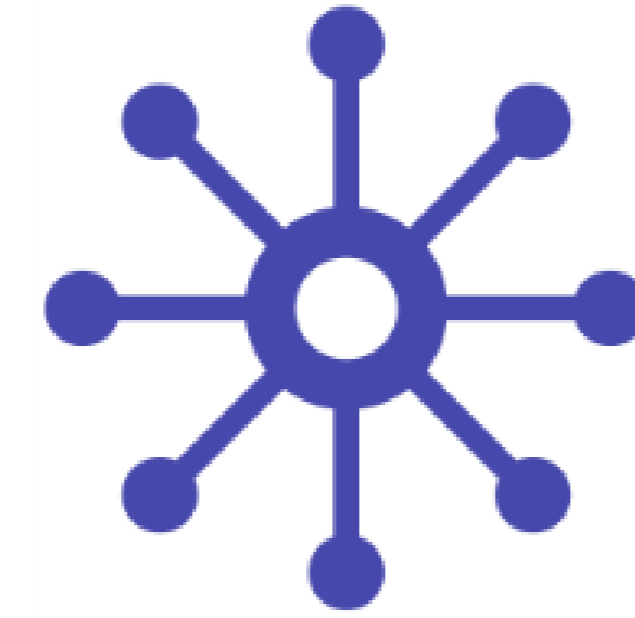
Challenges faced and Lessons Learned

- 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 Status
- Peaks 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

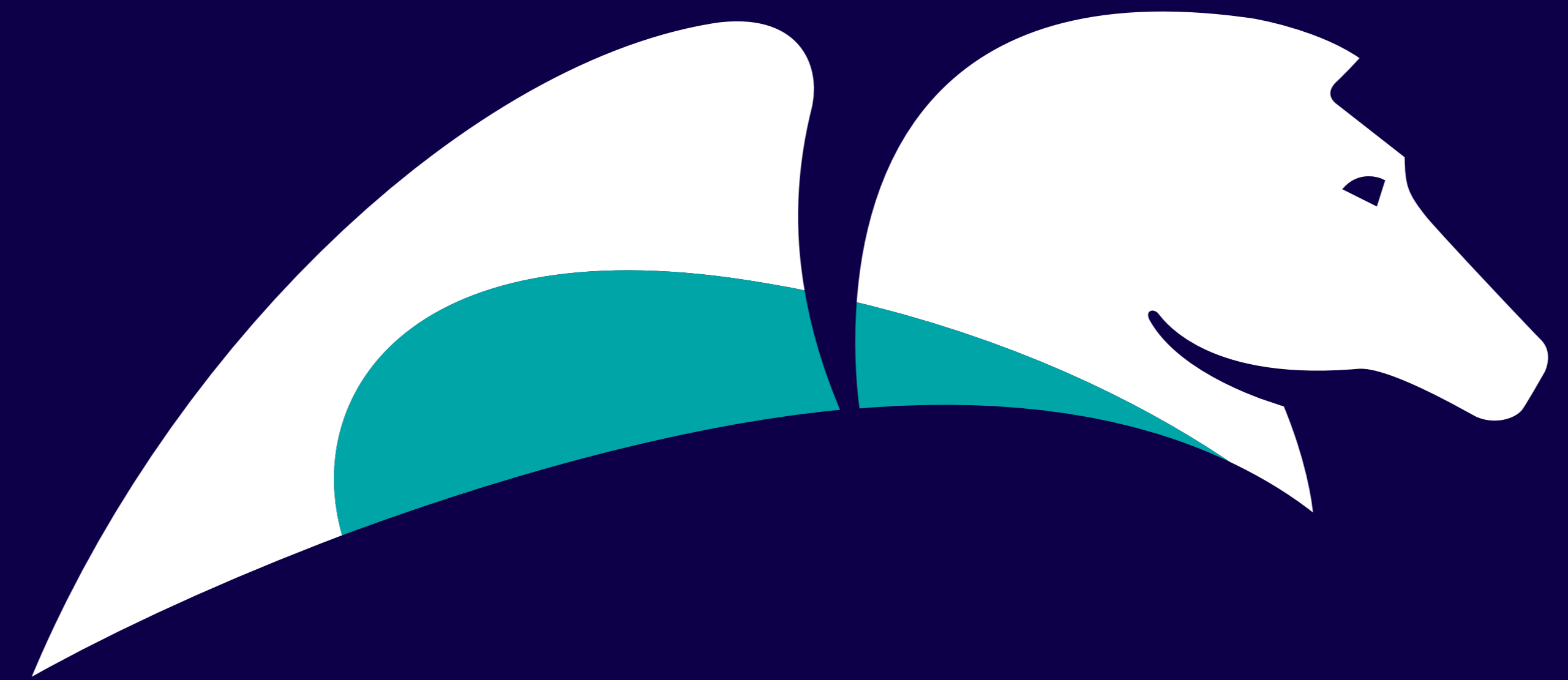
OUR Journey is not finished yet!

- 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 !





PEGA[®]

Build for Change[®]