UOB Corporate Day 2019: Infrastructure for Growth

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We are Able to Scale
Leveraging Our Standardised Systems and Adopting New Way of Working

1. Customer Relationship Management system

GWB CRM\(^1\) to 16 countries at same time

60% of project milestones for delivery in region

70% of IT investments for Change the Bank

{TMRW} delivered in 14 months
Our Approach Accelerated the Delivery of a New Banking Model

- Iterative design, build, test and launch
- 500+ features
- 200+ APIs
- 1 Regional platform
- Multi-country
Enabled by Our Standardised Systems and Processes

- **Core Banking**
  - Customer
  - Products
  - Risks and Regulations
  - Financials

- **Digital Banking**
  - Payments
  - Partnerships
  - Analytics
  - Security

- **Infrastructure**
  - Hubs
  - APIs
  - Hybrid Cloud
  - Big Data

- **Operations**
  - Processes
  - Controls
  - Straight Through Processing (STP)
  - Scale
Integrating Best of Breed Innovations

Service
- Unified communications
- Multi-lingual Chatbot

Engagement
- Real time AI driven insights
- Advanced transaction categorisation

Credit
- Third-party data aggregation
- Alternative credit scoring

Ecosystem Partners
- Wealth portfolio advisory
- AI anti-money laundering processes

Experiment ➤ Production ➤ Scale
Delivered via Agile Ways of Working @ Scale

**People**
- Business and Technology
- Cross-functional
- Co-located
- Onshore-offshore

**Processes**
- Continuous delivery
- E2E design
- Centralised testing
- Standardisation

**Tooling**
- Automation
- Collaboration
- Real-time data
- Cloud
Strong Technology Foundation
Customer Centric, Commercial Focused and Scalable across Regional Footprint

Digital Engine and Agility in the way we work

Customer Centric backed by Big Data Architecture

Leverage our group wide Standardised Platforms and Infrastructure – for brand, experience, speed, scale and risk