



**SEE MORE, DO MORE,  
BE MORE.**

**INTELLIGENT OPERATIONS**  
9<sup>th</sup> Annual ABSL Conference, Poznan June 2018

# AN ERA OF **CONSUMERISM,** **DIGITAL AND DATA DISRUPTION**



## **CUSTOMER EXPECTATIONS**

are increasing  
and transcending  
industry boundaries



## **DIGITAL TECHNOLOGIES**

are disrupting  
current business  
models



The need for  
**ROBUST DATA,  
TECHNOLOGY  
AND "INTELLIGENT"  
OPERATIONS**  
is becoming paramount

# IS PLACING NEW DEMANDS ON BUSINESS AND OPERATING MODELS



## INTELLIGENCE AND INSIGHTS

To drive superior  
decision making



## PLATFORMS

To drive speed,  
agility, and scale



## FLEXIBILITY

To respond to changing  
customer and market  
developments

# **THE FUTURE BELONGS TO INTELLIGENT OPERATIONS**

Organizations able to act quickly—with intelligence, insight, and confidence—to changes in the competitive and customer landscape.

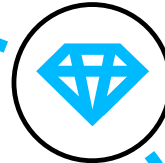
Agility, flexibility, and responsiveness are now the keys to enhancing and optimizing the customer experience and delivering superior business outcomes.



# INTELLIGENT OPERATIONS: THE 5 ESSENTIALS

## SMART PARTNERSHIP ECOSYSTEM

The ecosystem brings complimentary skill sets and new technologies to drive innovation

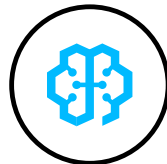


## INNOVATIVE TALENT

Organizations need creative and entrepreneurial talent who understand digital technologies, industry and functional priorities

## APPLIED INTELLIGENCE

Integrated Automation, Smart Analytics, and Artificial Intelligence can help transform operations



## SUPERIOR BUSINESS OUTCOMES + CUSTOMER EXPERIENCES



## DATA-DRIVEN BACKBONE

Structured and unstructured data across internal and external ecosystems is the backbone for breakthrough insights



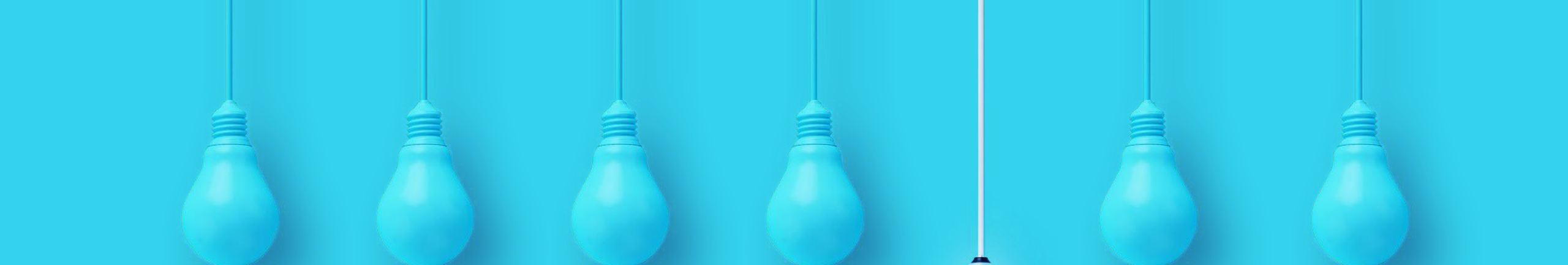
## LEVERAGING THE POWER OF THE CLOUD

Cloud ties together all the ingredients of Intelligent Operations - integrating diverse data, across platforms in a secure environment

# THE TIME FOR ACTION IS NOW



Over 90% of C-Suite believe a diverse data backbone and data-driven decisions will generate breakthrough customer insights



**TECHNOLOGY  
ALONE IS NOT  
THE MAGIC  
BULLET**

**ADAPT, EVOLVE,  
INVENT, RE-INVENT**



**OR BE  
LEFT BEHIND**



# INTELLIGENT OPERATIONS CREATES SUPERIOR OUTCOMES



**IMPROVED  
DECISION MAKING**



**REDUCED COST  
TO SERVE**



**COMPETITIVE  
ADVANTAGE**



**BEST CUSTOMER  
EXPERIENCES**



**ACCELERATED  
TIME TO MARKET**



**IMPROVED RISK  
MANAGEMENT  
& COMPLIANCE**