

Technology – No Longer a “Nice-to-have” but a “Must have” for the New Normal

Connie Leung

Senior Director, Financial Services Business Lead - Asia
Worldwide Financial Services



Reimagine
Collaboration and
Productivity in
Financial Services

Tech is no longer a nice-to-have but a must-have. Focusing on people and using the right, trusted technology will help us weather this crisis.



Connie Leung
Financial Services Business Lead
Microsoft Asia

Forces at work driving change



Employee collaboration and workplace safety



Changing customer expectations



Cost optimization and legacy systems



Changing business models



Fraud and Cybercrime



Complex regulatory environment





APIs

101010
010101
101010

Data and
Advanced
Analytics



Artificial
Intelligence

Technology Disruption in Financial Services



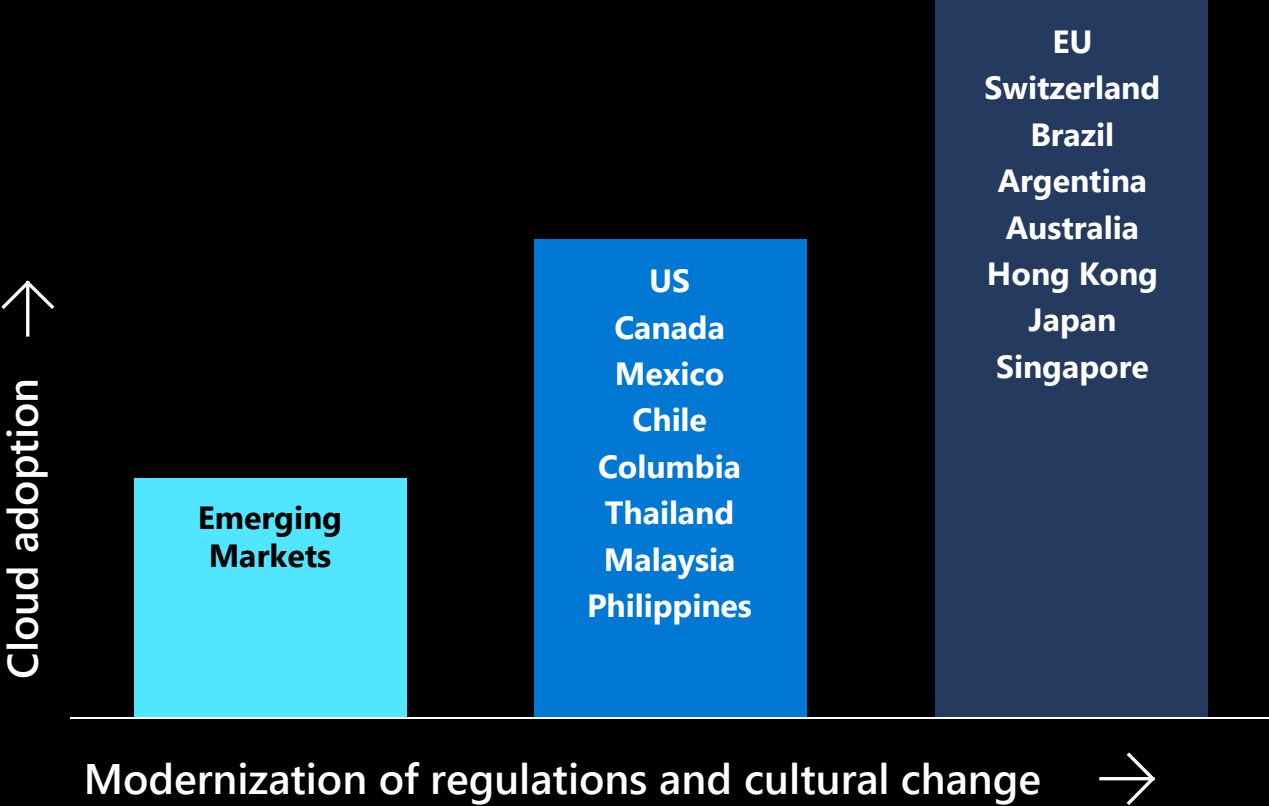
Cloud
Computing



Blockchain

Modernization of regulation unlocks opportunity to innovate

Over 120 financial services regulators
engaged in last 8 years



Successful digital transformation is focused on four areas to unlock the value companies seek



**Vision
& strategy**



Culture



**Unique
potential**



Capabilities

Empowering Intelligent Banking

Innovative Scenarios



DELIVER DIFFERENTIATED CUSTOMER EXPERIENCES

Accelerate growth by infusing AI to create personalized customer experiences



MODERNIZING PAYMENTS & CORE BANKING

Modernize core banking platform to enable real time payments and generate new revenue streams



MANAGE RISK ACROSS THE ORGANIZATION

Deepen risk insights & comply with regulatory requirements



EMPOWER YOUR EMPLOYEES THROUGH TEAMWORK

Improve employee productivity and accelerate workplace modernization

Accelerating banks to be Digital Businesses

Market Leading GSI/ISV partners

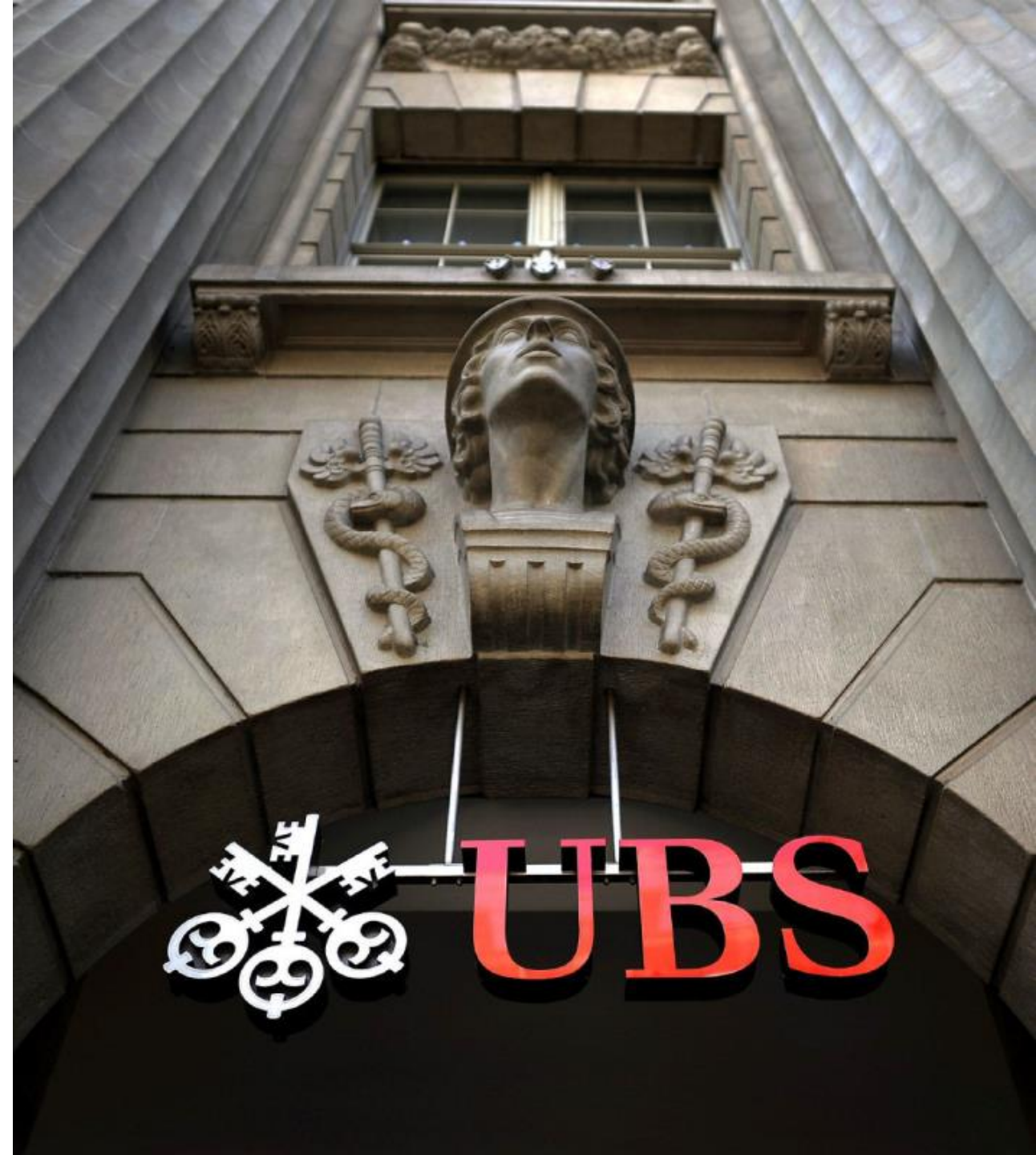


Partner ecosystem

UBS taps the cloud to power critical workloads

“With Microsoft Azure, we are building on the industry’s leading cloud platform in terms of innovation, technology, security and regulatory compliance, which is very important as a Swiss financial institution.”

— Paul McEwen, Group Head of Technology Services, UBS



Nedbank

Transforming Customer Engagement

Challenge Grow revenue in mass affluent customer segment with conversational commerce without increasing the number of human agents

Solution Deployed a Digital Assistant to service affluent customers. Deployed with LUIS and Azure Bot Framework.

Benefits

- Estimated 90% in transactional savings cost
- Improved efficiency with out increasing the number of human agents



“ We have a clear vision of using digital transformation for competitive advantage. We’re using the Microsoft Bot Framework to help turn that vision into reality.

”
— Steven Goodrich,
Head of Technology, Nedbank

TD and Microsoft Enter into Strategic Relationship to Power the Future of Customer experiences



TD and Microsoft Enter into a Strategic Relationship to Power the Future of Digital Customer Experiences - Microsoft News Center Canada

news.microsoft.com

Borne in the cloud insurance

Finance

Non-banks

Hanwha to launch first digital non-life insurer this month



By Kim Bo-eun

Hanwha General Insurance will launch Korea's first digital non-life insurer, dubbed Carrot, as a subsidiary this month, the company said Friday

"A contract was signed to transfer Hanwha's rights pertaining to a new digital non-life insurer to Carrot," an official said.



Carrot has 85 billion won in capital and Hanwha General Insurance is the largest shareholder with a 75.1 percent stake, followed by SK Telecom (9.9 percent), Altos Fund (9.9 percent) and Hyundai Motor (5.1 percent).

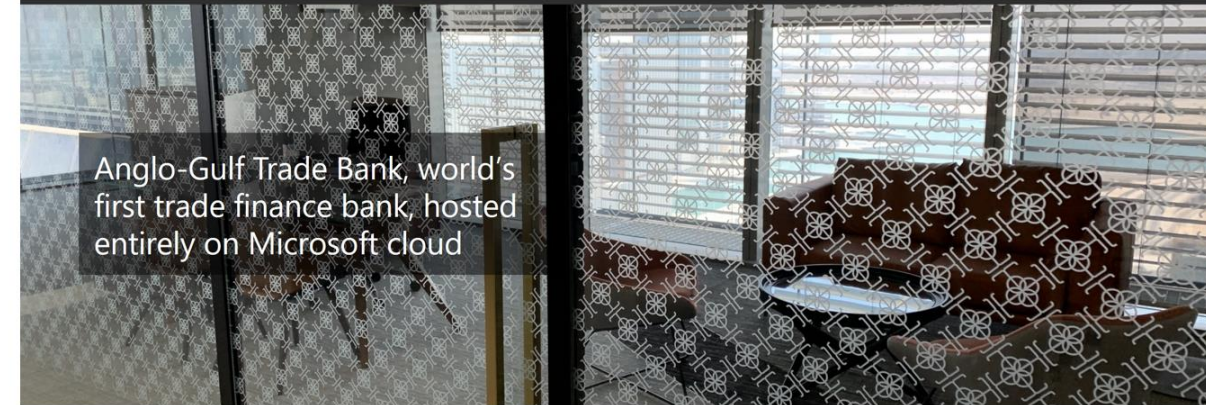
Hanwha General Insurance held a general meeting in May to establish Carrot, and named the head of Hanwha's digital projects as the company's CEO.



Hanwha General Insurance's building in Yeouido, Seoul / Korea Times file

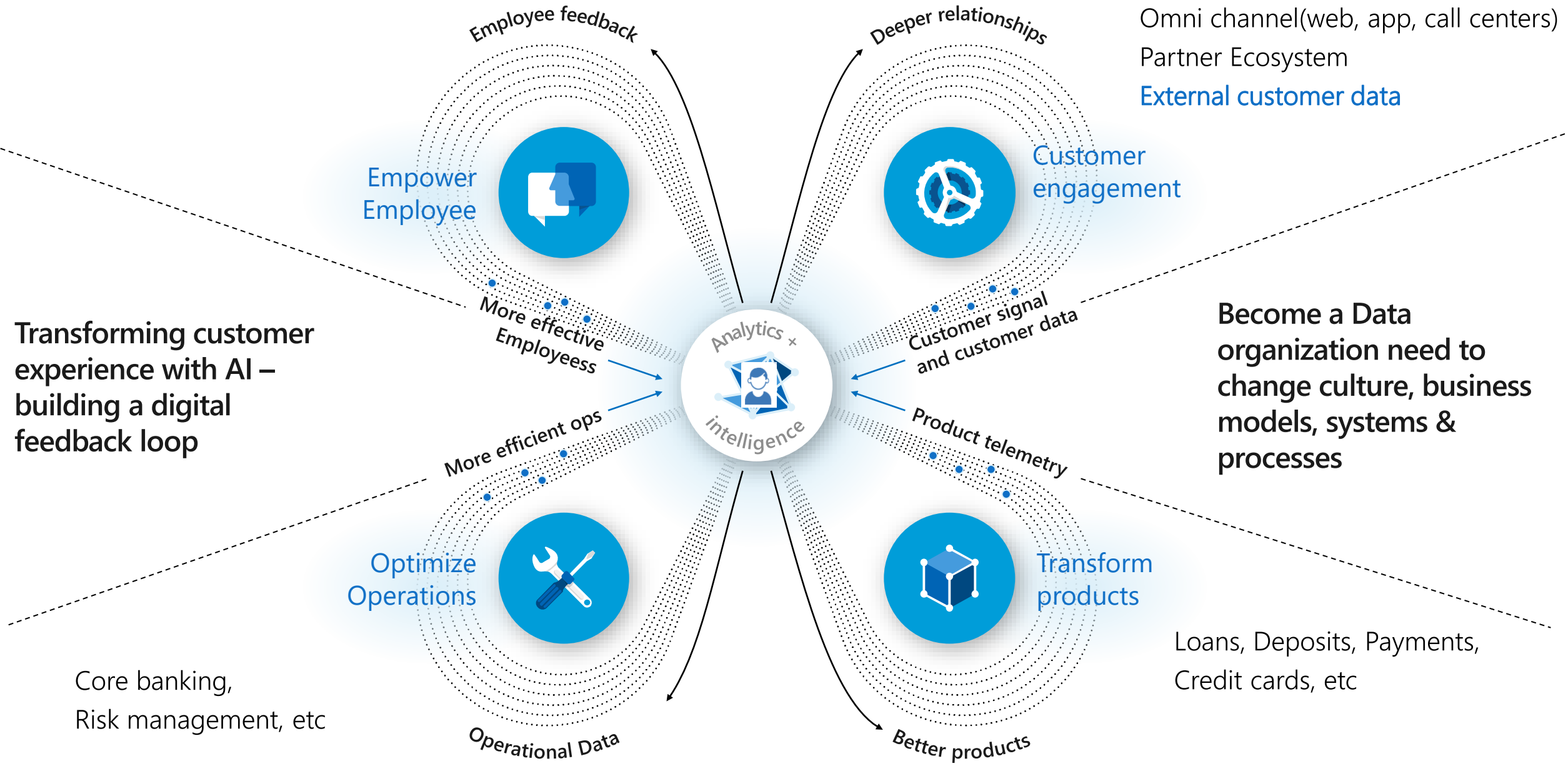


borne in the cloud trade bank launch in 6 months



July 16, 2019

- 10 commercial applications from Sanctions, Payments and Liquidity, FX, KYC, Fraud, AML, Core Banking, Trade Finance
- Powered by technology such as Cloud, Data and AI, Blockchain, CRM
- More details [here](#)



Omni channel(web, app, call centers)
 Partner Ecosystem
External customer data

Transforming customer experience with AI – building a digital feedback loop

Become a Data organization need to change culture, business models, systems & processes

Core banking,
 Risk management, etc

Loans, Deposits, Payments,
 Credit cards, etc

Westpac and Microsoft launch Data Driven Experience Platform

Engineering excellence speeds data-centred transformation



19 November, 2019

“ We’ll be differentiated not by our strategy, but by our ability to execute with speed and efficiency. Our use of cloud and our partnership with Microsoft is therefore key to our success. Craig Bright, Group CIO, Westpac Group ”

Westpac today announced its Data Driven Experience Platform (DDEP), a Microsoft Azure based data hub which draws on data sources from across Westpac Group to provide real-time, personalised insight to its customers.

Built with co-investment and engineering resources from both companies, Westpac’s DDEP has been designed to catapult Westpac to the forefront of digital banking and prepare it for the fast approaching era of open banking in Australia.

The DDEP will act as the foundation for real time data analytics across the bank, and increasingly use machine learning and other Azure cognitive services to support decision making and enhance customer interactions, with the goal of delivering more personalised services based on greater understanding of customer behaviour and preference.

According to Westpac Group CIO, Craig Bright; “We’ll be differentiated not by our strategy, but by our ability to execute with speed and efficiency. Our use of cloud and our partnership with Microsoft is therefore key to our success.

“The Data Driven Experience Platform gives us access to an incredibly rich set of capabilities that enable us to engage digitally in real-time with our customers in a way that’s personalised, intelligent and autonomous. Our customers will start to experience this with the rollout of our new mobile app next year.”

Westpac’s DDEP utilises Azure DevOps and is continually monitored with Azure Sentinel and Security Centre. Sentinel has been specifically designed to use artificial intelligence to protect sensitive data and has the proven ability to tackle the analytics required to secure the bank’s data. The platform supports Westpac as it complies with the Open Banking requirements of Australia’s Consumer Data Right Legislation.

In addition to Azure, Microsoft and Westpac have been working together to access the feature rich capabilities of Microsoft 365 E5, Dynamics 365, Power BI and Windows Modern Management to enable Westpac employees.

Bank of the future

Steven Worrall, managing director of Microsoft Australia said; “We are delighted to be working closely with Westpac on their deployment of cloud and new digital platforms to support their vision of being one of the world’s great service companies. Recognising the critical importance of robust, resilient and secure cloud infrastructure Microsoft continuously invests in our technology, our Australian operations and the skills of our people.

“Azure, Microsoft 365 and Dynamics 365 are resilient and high performing digital foundations for modern workplaces like Westpac. Atop that our engineering teams are working together using an agile approach, establishing the right tooling and the integrated controls to ensure proper systems governance and the creation of platforms that are compliant by design. This helps build the tech intensity that Microsoft considers essential to successful digital transformation and enduring impact.”

COVID-19 – Macro Impacts across FSI

Banking

Capital Markets

Insurance



**“WE SAW TWO
YEARS OF DIGITAL
TRANSFORMATION
IN TWO MONTHS”**

**SATYA NADELLA – APRIL 30TH,
2020**



Covid impact for FSI – Accelerating to the New Normal



Accelerated DT Journey

- Higher demand on Digital Capabilities
 - Remote working
 - Remote servicing/selling
 - More automation in industry scenarios
- Cost pressure
 - Cost reductions
 - Streamline operations and Efficiency
 - IT modernization and cloud adoption
- New revenue and operating models

Cloud Enables Greater Operational Resilience and fosters Innovation

Regulatory Considerations



Financial ecosystem must continue to operate under crisis / pandemic



Regulators are supporting flexibility and require accountability



Greater regulatory oversight as cloud becomes the backbone of the financial ecosystem's IT infrastructure

Manulife puts customers first and drives innovation using Microsoft cloud solutions

July 21, 2020

Print



Manulife is on a journey to becoming a digital, customer-centric leader, and therefore it understands the value of the cloud in achieving its goal within financial services. Manulife chose Microsoft Azure as one of its cloud platforms, migrating and modernizing its business-critical applications to improve agility, scalability, risk management, and cost-efficiency and to accelerate the support of new business models. The company makes smart use of cloud capabilities like Azure and Microsoft Teams to build digital experiences and help its employees and customers work together and stay connected from anywhere. This capability proved to be an essential part of the company's COVID-19 response.

Customer

[Manulife](#)

Products and Services

[Azure](#)

[Microsoft Teams](#)

Industry

[Insurance](#)

Organization Size

[Corporate \(10,000+ employees\)](#)

Country

[Canada](#)

Downloads

[Manulife Summary Slide.pptx](#)

“Being in Azure puts us on track to deliver ongoing improvements to our offerings, solidify our position as a digital leader in the industry, and bring our customers the best possible service.”

—Shamus Weiland: Global Chief Information Officer

[Manulife](#)

“Our customers have come to expect **efficient, frictionless, always-on digital solutions** in all aspects of their lives,”

says Shamus Weiland, Global Chief Information Officer at Manulife.

“Digital technologies provide **data transparency and choice** and serve customer needs very well. Our ambition at Manulife is to be the **most digital, customer-centric** global company in our industry.”

<https://www.microsoft.com/sk-sk/microsoft-365/customer-stories/757588-manulife-insurance-azure-microsoft-365-teams>



Customers priorities for Covid

Remote Selling Solution using Teams

Remote Selling for Insurance Agents – A COVID-19 Response

Connie Leung, Senior Director, Financial Services Business Lead –Asia, Microsoft

14 views • Apr 14, 2020

Microsoft Asia
2.38K subscribers

Find out from Connie Leung, Senior Director, Financial Services Business Lead in Microsoft Asia on how to leverage the capabilities of Microsoft Teams to connect with customers over the internet.

Watch the [video](#)

Process automation

Case Study



\$60B+ FINANCIAL: Loan Processing & Reporting (HMDA)

OUTCOMES

- Discovered high frequency sub-processes (occurred 500+)
- Multiple variations of the same process (6)
- Average duration 10+ minutes

BUSINESS VALUE

- Estimated 2,166 hours yearly from a single engagement.

BUSINESS GOAL

3 year goal of reducing operating expense and improve productivity without additional headcount

CHALLENGES

- Process assessment & discovery is manual and performed by a team of 7 people
- Many processes becomes tribal knowledge
- Could have many variations in a process, so difficult to get process coverage
- Inaccurate assessments leads to failed RPA projects

FORTRESSIQ SOLUTION

- Automatically discover, map and document within 4 weeks
- 100% process coverage with 100% recall
- Full system coverage from custom web apps (Synergy, LoanSphere), and desktop apps like Excel

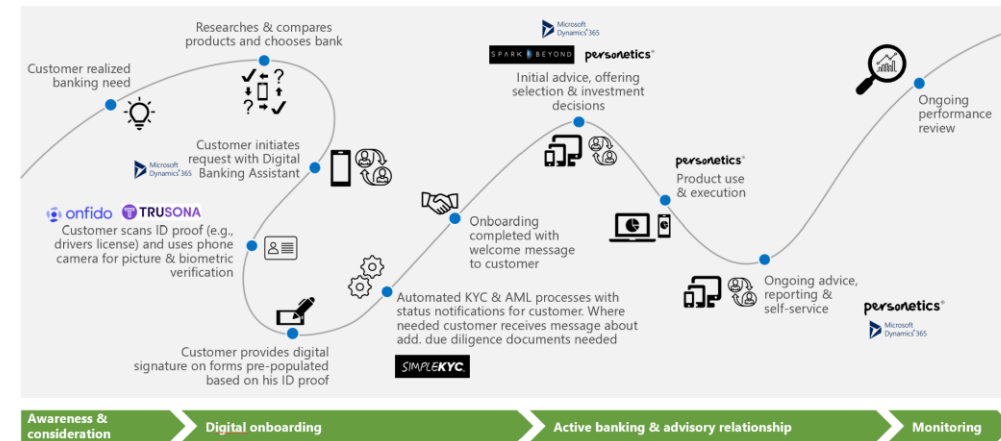
Engagement

- 4 week engagement
- Deployed across 6 desktops
- Captured over 1MM Events
- Collected over 1GB of data



Trade finance - **CONPEND**

Customer digital journey with onboarding



Covid-19 – The New Operating Model

What does a Pandemic Ready Bank look Like?



Standard Chartered Bank and Microsoft announced a 3-year strategic partnership

We've partnered with Microsoft to become a cloud-first bank

11 August 2020



Michael Gorriz, Group Chief Information Officer of Standard Chartered, said: “Cloud is a cornerstone of Standard Chartered’s strategy to meet the present and future banking needs of our clients. Cloud providers have invested massively in the reliability and automation of infrastructure and platforms. Using cloud services improves our ability to be agile and innovative, while increasing our operational efficiency and resilience. As disruption in the financial industry continues, we can focus on client benefits by deploying our solutions quicker and allowing for faster integration of new business models and partners. To realize our digital ambitions, Standard Chartered has chosen Microsoft as a strategic partner and this partnership marks a major milestone for the bank in adopting a cloud-first approach.”



Our mission

Empower every person and every organization on the planet to achieve more



Partnership



Build the future



Build capability



Ensure
Transparency



Grow the business

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