



RPA in Banking:

How ANZ Changed the Game on Human Augmentation

Webinar

November 19th, 2015

Charles Sutherland

Chief Research Officer - HfS Research
charles.sutherland@hfsresearch.com
@cwsuther

Tom Reuner

Managing Director for IT Outsourcing
HfS Research
tom.reunert@hfsresearch.com
@tom_reuner

Pankajam Sridevi

Managing Director
Bangalore – ANZ
pankajam.sridevi@anz.com
@pankajam-sridevi-4029863

Ankur Kothari

Chief Revenue Officer and
Co-founder - Automation Anywhere
akothari@automationanywhere.com
@ankothari

Simen Munter

General Manager, Group Hubs
ANZ
simen.munter@anz.com
@simenmunter

HfS RESEARCH, BY THE NUMBERS

2007	Horses for Sources blog founded
2010	HfS Research founded
23,000+	Members of the HfS LinkedIn community
100,000+	Subscribers to the blog, website and communications
1,000,000+	Annual pageviews on the HfS network of sites

OUR CLIENTS AND SUBSCRIBERS



C-level, VP, Director or Managers from multiple industries



are buyers or evaluators



want to discuss global business initiatives



want to participate in HfS surveys

HfS Research: Research-as-a-Service!

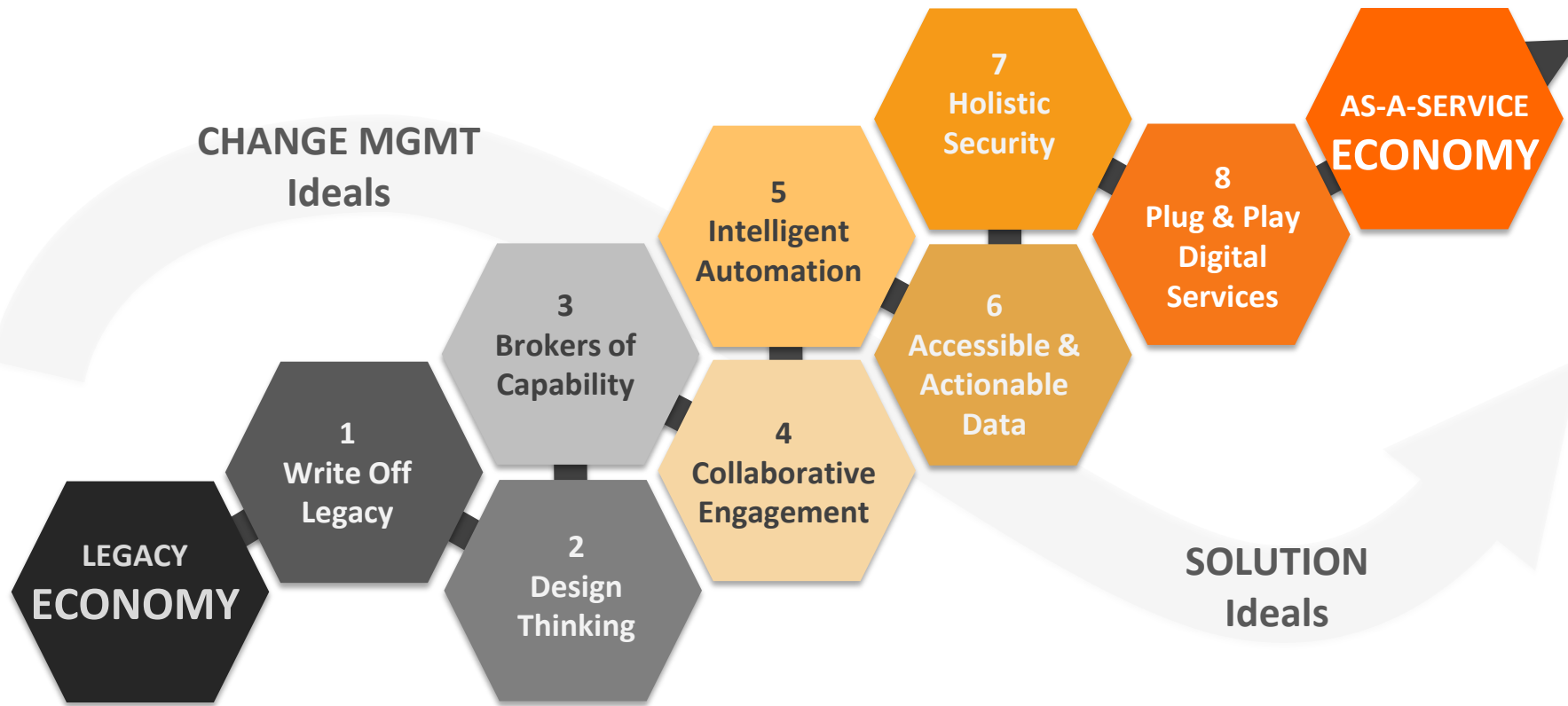


Journey to the As-a-Service Economy

- Moving into the As-a-Service Economy means changing the nature and focus of engagement between Enterprise Buyers, Service Providers, and Advisors
- “As-a-Service” unleashes people talent to drive new value through smarter technology and automation

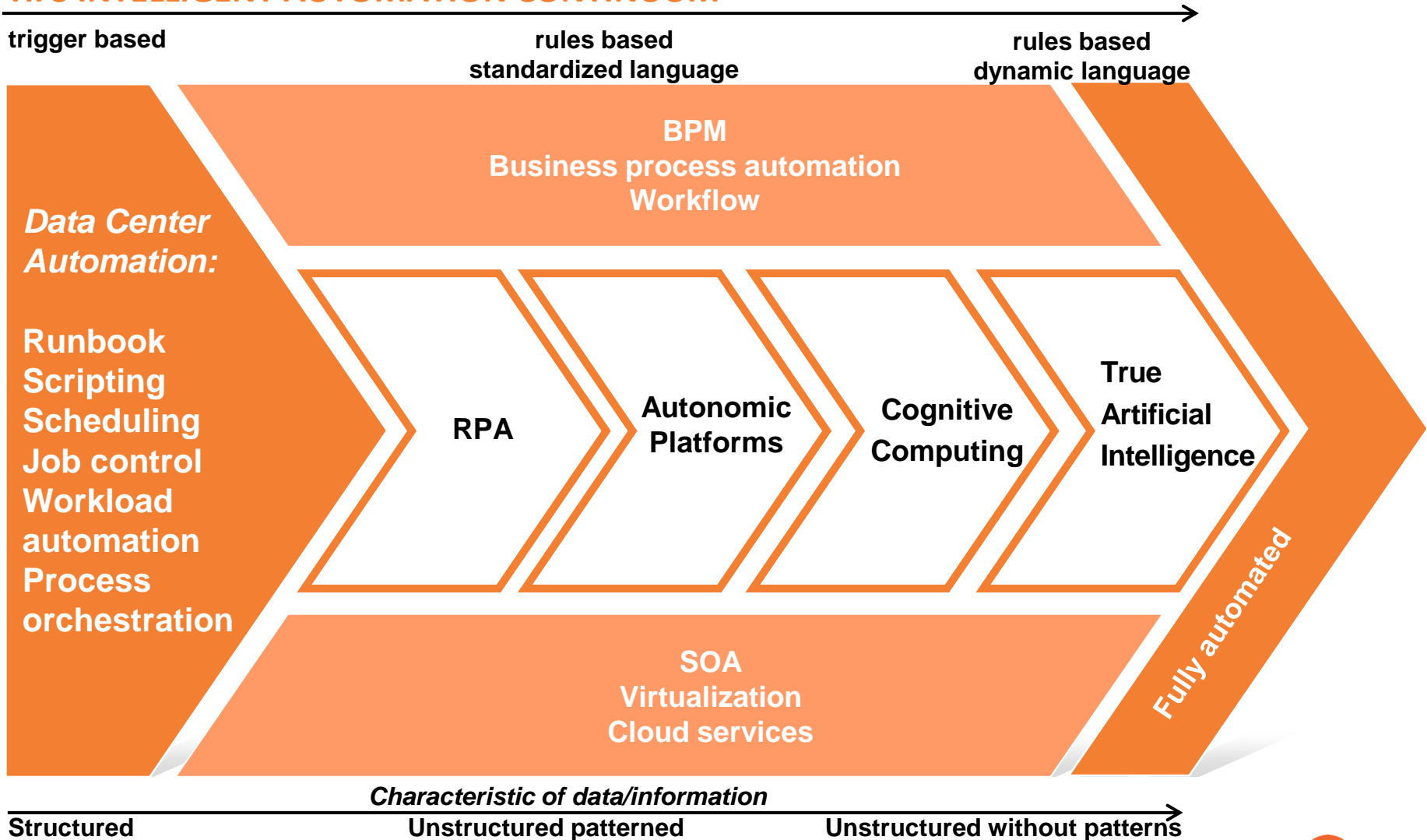
Fixed Assets

Leveraged Assets



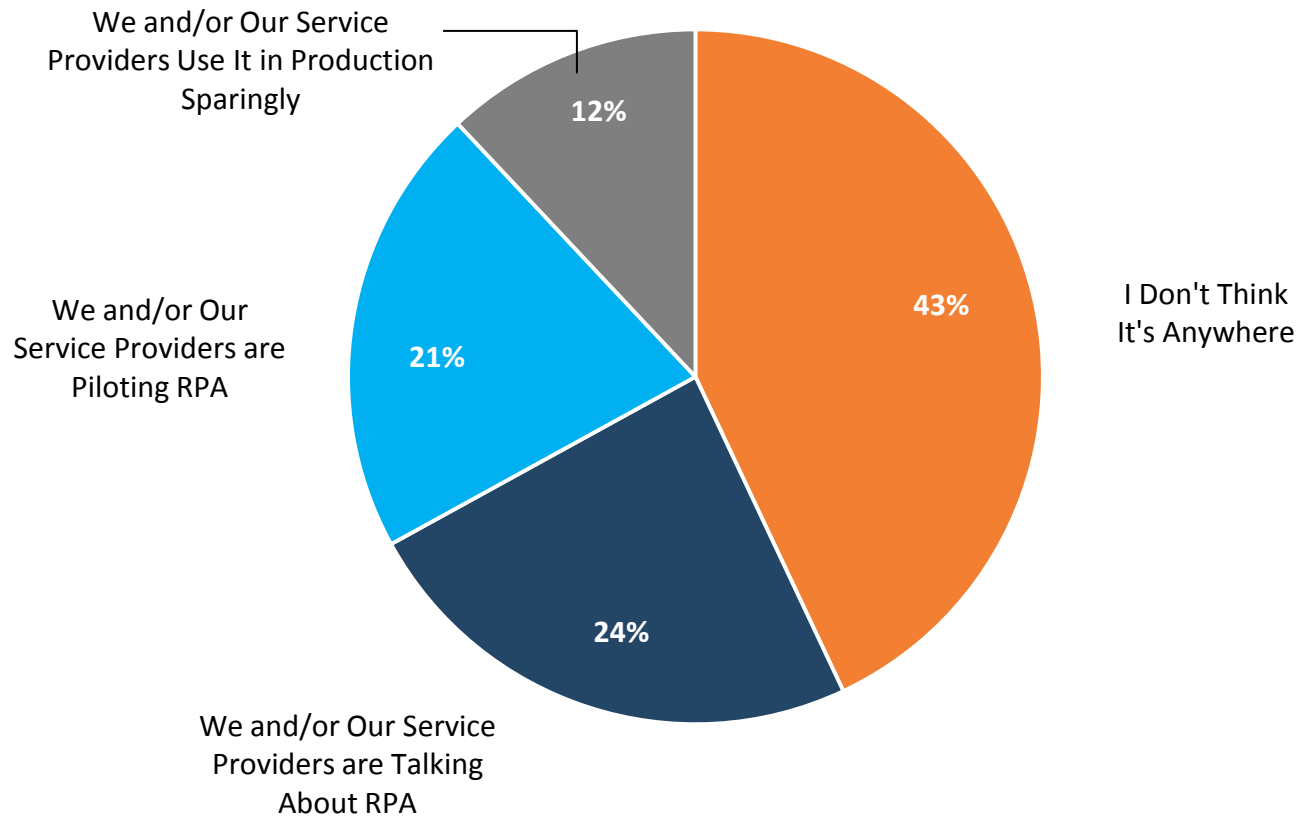
RPA is part of a Continuum of Intelligent Automation

HFS INTELLIGENT AUTOMATION CONTINUUM



Intelligent Automation (and RPA) is Still Making Inroads

How pervasive is the adoption of robotic process automation in your enterprise today?



Source: "Ideals of As-a-Services" Study, HfS Research 2015
Sample: Total = 716; Enterprise Buyers = 178; Advisors/Consultants = 176; Service Providers = 372

Meet the HfS Research Practice Leaders



**Phil Fersht,
Founder
&
CEO**



**Charles Sutherland,
Chief
Research
Officer**



**Barbra McGann,
EVP
Business
Operations
Research**



**Jamie Snowdon,
EVP
Market
Analysis and
Forecasting**



**Fred McClimans
EVP
Digital Trust &
Security**



**Melissa,
O'Brien,
Research
Director
Contact Ctr
and Omni-
Channel
BPO**



**John
Haworth
Chairman,
HfS Sourcing
Executive
Council**



**Khalda de
Souza
Principal
Analyst
European
Services
SaaS
Services**



**Thomas
Reuner
MD, ITO
SaaS,
Automation,
Cognitive
Computing,
Cloud**



**Pareekh Jain
Research
Director
Engineering
Services,
Telecom
Operations,
Pricing
Strategies and
Supply Chain**



**Hema
Santosh
Principal
Analyst
Finance
Strategies,
BPO, IT
Services**



**Reetika
Joshi
Research
Director
Consumer-
Centric
Operations
Services and
Analytics**

And Meet Today's Panel

Charles Sutherland



Chief Research Officer
HfS Research

Ankur Kothari



Chief Revenue Officer
and Co-founder
Automation Anywhere

Simen Munter



General Manager
Group Hubs - ANZ

Tom Reuner



Managing Director for IT
Outsourcing Research
HfS Research

Pankajam Sridevi



Managing Director
ANZ, Bengaluru

Charles Sutherland

Chief Research Officer, HfS Research



Email: charles@hfsresearch.com

Web: www.hfsresearch.com

Blog: www.horsesforsources.com

Tweet: [@cwsuther](https://twitter.com/cwsuther)

Background

- Oversees the research agenda and the analyst team for HfS across the “As-a-Service Economy”
- Personally covers the areas of digital services, intelligent automation and business platforms as well as the supply chain and procurement business functions.
- Over a 25+ year career has focused on his personal skills in authoring thought leadership, developing implementable strategies, executing on acquisitions, driving business development efforts and managing long term investment planning.
- Since joining HfS in 2013, Charles spoken widely at industry forums including NASSCOM, ABSL and SIG and has had his research covered widely in the business and outsourcing press.

Career Experience

Charles has been in the business services market for 20 years. Previous roles include:

- Growth & Strategy MD for Accenture’s multi-billion dollar Operations Growth Platform
- Chief Strategy Officer for a \$500M BPO Service Provider
- Growth & Strategy for Application and Infrastructure Outsourcing, Accenture
- Growth & Strategy for Communications, Media and High Tech OG, Accenture
- Media & Entertainment Strategy Consultant, Accenture
- Marketing Director, Olivetti

Education

- MBA from INSEAD in Fontainebleau, France
- Honors BA in Economics and Political Science - University of Toronto

Tom Reuner

Managing Director for IT Outsourcing Research



Email: tom.reuner@hfsresearch.com

Web: www.hfsresearch.com

Blog: www.horsesforsources.com

Tweet: [@tom_reuner](https://twitter.com/tom_reuner)

Background

- Tom Reuner is Managing Director for IT Outsourcing Research at HfS. Tom is responsible for driving the HfS research agenda for the “As-a-Service Economy” across SaaS applications, cloud eco-systems and IT . Together with his HfS colleagues Tom continues to develop ground breaking research around process automation and cognitive computing in both IT and business processes. A central theme for all of his research is the increasing linkages between technological evolution and evolution in the delivery of business processes.

Career Experience

- Tom’s deep understanding of the dynamics of this market comes from having held senior positions with Gartner, Ovum and KPMG Consulting in the UK and with IDC in Germany where his responsibilities ranged from research and consulting to business development. He has always been involved in advising clients on the formulation of strategies, guiding them through methodologies and analytical data and working with clients to develop impactful and actionable insights. Tom is frequently quoted in the leading business and national press, appeared on TV and is a regular presenter at conferences.

Education

- Tom has a PhD in History from the University of Göttingen in Germany.

Simen Munter

General Manager, Group Hubs - ANZ



Email: simen.munter@anz.com

Web: www.anz.com

Background

- Based in Melbourne, Simen Munter is the General Manager Group Hubs for ANZ, providing leadership for ANZ's integrated network of delivery centres across the Asia Pacific region.
- With 22 years banking experience, Simen is a seasoned international leader with an impressive track record in converting opportunity into success and driving profit and growth. He is highly successful in defining strategic direction, building and developing businesses, implementing business process improvements, and driving change.
- Simen joined ANZ in 2012, as the Group General Manager Global Shared Services responsible for developing ANZ's shared services solutions across finance, HR, sourcing and analytics.

Career Experience

- Prior to joining ANZ, Simen held a variety of roles with the Hong Kong & Shanghai Banking Corporation (HSBC). He was the Deputy CEO HSBC India, CEO Kazakhstan and a Global Programme Manager in the audit function.

Education

- Before starting his career with HSBC in 1991, Simen was a teacher at the Norwegian School of Economics and Business Administration, where he also studied and graduated with a Master's of Science in Business.

Ankur Kothari

Chief Revenue Officer and Co-founder - Automation Anywhere



Email: akothari@automationanywhere.com

Web: www.automationanywhere.com

Background

- Ankur heads Automation Anywhere's global revenue generation and customer operations strategies.
- As a cofounder, he has been a driving force from the company's inception, playing critical leadership roles in determining and implementing the company's vision and strategy, as well as in the engineering, product, services, and support divisions.

Career Experience

- With more than 15 years' experience in the software industry, Ankur has developed a unique business perspective on globally extending the value of automation to new markets, introducing robothuman partnerships to key executives worldwide, and translating the business impact of automation to large enterprises, service providers, system integrators, advisors, shared services, and GICs.

Education

- University of Wisconsin–Madison

Pankajam Sridevi

Managing Director, Bangalore - ANZ



Email: pankajam.sridevi@anz.com

Web: www.anz.com

Background

- Manages operations and technology for ANZ, overseeing a team of over 7,000 and supporting 19 countries in retail, institutional, commercial shared services and financial services

Career Experience

- Executive Sponsor for Global Recon and FIO & Head of IO Offshore hubs at ANZ; formerly at Wipro in their BPO business

Education

- National Institute of Technology Calicut



ANZ'S NETWORK OF DELIVERY HUBS



11,000+
Employees across
Four centres



32%
Women Managers amongst an
Inclusive and Diverse workforce



98%
Graduates, Post-graduates,
professionally qualified staff



Supporting **9 million** Customers
ACROSS **33** Countries



70%
Under the age of 30



Core Functional Capabilities

Global Financial Services, Learning Services, Global Accounts Payable, Payroll, People Assist, Contact Centre, Complex decision making, Data Analytics, Markets, Lending, Payments & Transaction processing, Financial reporting, Risk Shared Services, Robotic Process Automation, Technology Application Development & Support



I care Values



 Integrity

 Collaboration

 Accountability

 Respect

 Excellence



Do what is right



Connect and work as one for our customers and shareholders



Own your actions, Make it happen



Value every voice, bring the customer's view to ANZ



Be your best, help people progress, be business minded

About ANZ

More than 175 years in banking.
One of the top 4 Banks in Australia and the number one bank in New Zealand
Among the top 5 corporate banks in Asia. Market presence in 33 countries and expanding.

Employees from more than 130 Countries speaking over 90 languages.
Consistently recognised as the 'world's most sustainable bank' by the Dow Jones Sustainability Index.

About Network of Delivery Hubs

Supports a broad range of Operations and Shared Services

20,000 people across ANZ's key locations; 50% in off-shore 'hub' locations

The six primary hub locations (India, Philippines, China, Fiji, New Zealand and Australia) deliver services to all business units across ANZ

Core processes are carried out in multiple locations, reducing disruption risks and increasing load-management flexibility



RPA In Banking



Q. Where Has RPA Been Successful In Banking?



Q. ANZ Clearly Went With A
Strategy Of Getting Quick
Wins. How Did You Identify
Them?



Q. Where Are The Additional Opportunities For RPA in Banking?



Q. What Are The Constraints On RPA In Banking?



RPA and Human Augmentation



Q. What Approach Did You Use To Integrate “Bots” And Humans At ANZ?



Q. What Did ANZ Do To Create Excitement Around RPA?



Q. When Did People Start To Believe In The ANZ RPA Initiative?



Q. What Are The 2 Most Important Things You've Learned From The ANZ-Automation Program So Far.



Q. For our viewers, what should they absolutely not do as they start and grow in their RPA journey?



Q. What Would You Have Done Differently



About HfS Research

We coined the [As-a-Service Economy](#) term because we see a profound change under way that is more all-encompassing than a simple business model or product line. It's a global shift that will leave few sectors of business or society untouched.

To help our clients and the market get to the As-a-Service Economy, we serve the strategy needs of business operations and IT leaders across finance, supply chain, human resources, marketing, and core industry functions in organizations around the world. HfS provides insightful and meaningful analyst coverage of best business practices and innovations that impact successful business outcomes, such as the digital transformation of operations, cloud-based business platforms, services talent development strategies, process automation and outsourcing, mobility, analytics and social collaboration. HfS applies its acclaimed [Blueprint Methodology](#) to evaluate the performance of service and technology in terms of innovating and executing against those business outcomes.

HfS educates and facilitates discussions among the world's largest knowledge community of enterprise services professionals, currently comprising 100,000+ subscribers and members. HfS Research facilitates the HfS Sourcing Executive Council, the acclaimed elite group of sourcing practitioners from leading organizations that meets bi-annually to share the future direction of the global services industry and to discuss the future enterprise operations framework. HfS provides sourcing executive council members with the HfS Governance Academy and Certification Program to help its clients improve the governance of their global business services and vendor relationships.

HfS trailblazed the freemium research model. More than 75% of our published research requires just a few check boxes in our simple registration to download—no subscription, no hassles.

See how we're revolutionizing the research business with the [Four Pillars of HfS Research](#) — our guiding principles.

