

INVESTED IN TECHNOLOGY

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Lucille Mayer: I meet with a tremendous amount of clients every day and we are all trying to solve the same problems - how do we achieve scale, how do we move quickly, how do we deal with the regulatory challenges coming through the industry and how can we all work together on how we can come to solutions in a much more quick speed-to-market manner?

John Lehner: The biggest challenges that our clients are facing right now is really trying to understand where they fit on the change curve; how much change they can take on; how much they can afford; how much they can put their businesses through and, ultimately, what outcome they want to achieve and what do they want to be on the back end? Do they want to own their technology or do they want to partner with a firm that will do all of that for them?

Lucille: We start out by talking about a technology strategy but this is really a cultural change. We really need to change the way we think about how we are approaching solutions by involving our clients in solutioning and ideation at the beginning of the process, asking for their feedback and input.

The second piece is delivering these solutions in an iterative way.

John: People should not underestimate the impact of change on their organization. The importance of sound business governance – very often people focus on the underlying technologies themselves and what we know is that those will continue to change in cycles every 5 or 10 years, maybe faster, so it is not the actual technology itself but it is building an organization that can constantly upgrade and change, and adopt those technologies on a continual basis with minimal impact to their clients and business as usual.

Lucille: We are making a tremendous investment in our innovation centers and the idea there is to have an open collaborative working environment, where business and technology can sit side by side, really understand what are the problems we are trying to solve, and also having access to a broader range of the other things that are going on in BNY Mellon, so that we can deliver solutions much more quickly for our clients.



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John: The goal of BNY Mellon Technology Solutions is to provide client-centric capabilities that leverage the scale, the size, the global breadth and security – all of the things synonymous with BNY Mellon – and combine those with innovation, disruptive technologies, and bring an extended continuum of services, cloud, on-premise software consulting; all these capabilities bundled together to meet individual client requirements.

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