

# PITTSBURGH INNOVATION CENTER FOCUS

**Jen Wagner, Head of the Pittsburgh Innovation Center, BNY Mellon**  
**Mike Keslar, Chief Information Officer for Investment Services and Vice Chair of BNY Mellon Pennsylvania**  
**Amy Harkins, Senior Vice President and Managing Director, Head of Enterprise Client On-Boarding, BNY Mellon**  
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**Jen Wagner:** Pittsburgh is the sixth global innovation center for BNY Mellon. Our focus for this center is to bring technology and business teams together in an open, collaborative environment, in order to increase our productivity and their time to market with solutions. Everything you see in the Pittsburgh Innovation Center is very intentional.

**Mike Keslar:** They've built it in mind of "How do we leverage uniqueness of Pittsburgh, our campus, and the region?" We have over seven thousand employees in Pittsburgh. We cover almost every business unit, every operational unit, and every technology unit in those seven thousand people, so we have a unique environment here.

**Amy Harkins:** The combination of the Client Service Delivery Team and the Client Technology Teams here, are instrumental in coming up with improved product and services for our clients. It allows for the teams to quicker understand the needs of our clients and our operational services, and then allows the technology teams to use all the tools within the infrastructure to provide that service.

**Jen:** So we're really looking to blur the lines between silos of business and technology, by bringing teams together in an open floor plan. We are the first place in our company to employ free addressing. Free addressing enables people to move throughout the floor to align with a given team. Every seat is open to anyone on the floor. Teams can come together to do team-building or town hall type settings. Throughout the floor we have many different multipurpose spaces that the teams can take advantage of for a lot of different reasons. It provides our employees with flexibility to move throughout the floor to align with different teams they need to sit beside or co-locate with, and that ultimately increases their productivity.

**Amy:** There's less barriers in the conversation. The professionals that are working on the project are much more focused on the goal and what we're trying to accomplish for the client.



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**Jen:** The Pittsburgh Innovation Center is part of our global innovation center strategy. We are engaging in our communities, and we're bringing more visibility to the BNY Mellon brand. We're also engaging with universities and local schools.

**Mike:** With the center we hope to bring students onto our campus and allow them to collaborate with us and do joint project work with us, and we've been very successful at hiring from the Pittsburgh universities. On top of the universities, we also have a growing entrepreneurial environment. A lot of startups, Fin Techs in Pittsburgh.

**Jen:** We're building relationships with these communities to enable us to get plugged in earlier and be able to advance our strategy by virtue of being part of that community.

**Amy:** The Innovation Center here at BNY Mellon is critical to the success because it allows the team to work side by side. It breaks down the walls, it allows for creativity.

**Jen:** Innovation Centers give us the opportunity to continue our long history of industry leadership by transforming our business and bring that technology in business piece closer together.

**Mike:** Innovation's at the key of our future.

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