

BNY MELLON PEOPLE REPORT 2016 - INNOVATE

Patrick Vatel, Head of Credit Management, Global Client Management/
Credit Services, BNY Mellon
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I think we help clients scale by first understanding their business, understanding their priorities, their direction, their strategies, how they are developing, by focusing on profitable growth...

...but also understanding our business and being disciplined business managers, so that we can appropriately invest in our business, optimize our service model, continuously look to improve those service models and product offerings so that they're in alignment with our clients.

But it's more than just an efficiency plan.

It really is about investing in the company; investing in our talent, investing in our technologies, investing in our products and services to ensure that we are bringing the very best of BNY Mellon to our clients.

It's critical that our talent realizes what the company offers.

They're tied in to the strategy; they're tied in to their managers.

I've been managing now for over ten years.

And what that means is getting to know every single employee, having a sense of what they need to do to develop to become more powerful, and working with them to unlock that potential.

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