

TECHNOLOGY INDIA NEWSLETTER

2021: THE YEAR IN RETROSPECT



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OUR PROUD MOMENTS

Our Innovations and Engineering mindset earned global recognitions. [Page 2](#)



WE OWN OUR SUCCESS

Increasing ownership, growing leadership and how we continue to grow. [Page 3](#)



KEY ACCOMPLISHMENTS

We continue to achieve new milestones in our growth journey. [Page 4](#)



STRONGER TOGETHER

We emerged stronger and resilient during challenging times. [Page 5](#)



WE MAKE IT GREAT FOR OUR COLLEAGUES

Together with you in your career growth. [Page 6](#)

2021 was an exciting year for American Express and Technology India contributed significantly to the growth trajectory. Despite the challenges posed by the pandemic, the team came out stronger and resilient.

From achieving new milestones in innovation with effective collaboration, our colleagues ensured successful delivery across 2021 priorities.

Technology India Priorities 2021



Hire and Grow the Best Talent

#talentasset



Next Gen Transformation

#nextgen



Be Future Ready

#beyond2022



Deliver Great Colleague Experiences

#colleaguefirst



Drive Greater Enterprise Value

#e50 #enterprisevalue



BUILDING A STRONGER LEADERSHIP

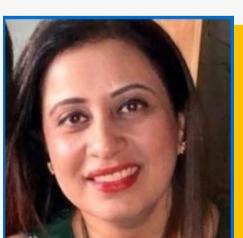
CONGRATULATIONS TO OUR NEW VICE PRESIDENTS!



NEHA
SINGH
VP, CTO Enterprise
Data Tech & AI



SUBHASHINI
SUBRAMANIAM
VP, CTO Organization



HARLEEN
BINDRA
VP, Cloud Engineering



ABHISHEK
GUPTA
VP, Cloud Operations



RAMANDEEP
JINDAL
VP, Digital Workplace



VIKRANT
MENDIRATTA
VP, Financial Data
Engineering



SRIVIDYA
GOPALAN
VP, Enterprise
Architecture



PRAVEEN
SHIVASWAMY
VP, GCS Tech



OUR PROUD MOMENTS

A glance at some of our esteemed recognitions

EDWARD P. GILLIGAN AWARD FOR INNOVATION

The Edward P. Gilligan Award for Innovation, formerly known as the Chairman's Award for Innovation – celebrates teams around the world who have developed new or improved products, processes or services that enhanced the customer experience and achieved key objectives.

NeMo (Network Modernization)



Prajeesh Thirunala
VP Engineering



Shruti Ramesh
Engineering Director



Mandar Dilip Sonam
Engineering Director



Nilang P. Shah
Staff Engineer



Venkatram Prasad R
Staff Engineer

One AP



Ramprasad Gopalakrishnan
Engineering Director



Click [here](#) to know more about the project and winners.



Visit [here](#) for more details about the project



HACK THE GAP Backed by GROWTHHACK

Technology India made its presence felt in the global arena of Hack The Gap. This year, our colleagues were part of 4 out of 6 finalist teams in GrowthHack.

- Blue Ed: Manoj Garg , Yash Sharma, Supratik Dar, Aayush Garg
- Disputers: Anand Kumar Jha, Himanshu Gupta
- SMEigma: Hari Jagata, Zubia Khan
- Tower of Babel: Atul Arora, Vivek Behal, Kapil Dhawan, Ayush Gagneja



Presents



- Total Registration: 73K+
- Amex participation: 87
- Reached round 2: 67
- Finalists: 26
- Amex winner:
4th runner up –
Aanshi Bansal



And we continued our winning streak...

- CONNEX Migration LACC market - 530 CCPs in Mexico migrated to CONNEX on the newly rolled Infrastructure in Oct'21.
- Patent accepted by Amex for AiDa deploy feature.
- 2020 Gold Medal award to Nitin Mahesh for getting patent (US 10,713,090) for router HQ component in Jan 2021.
- Inner-sourced at enterprise level – ELF.net component was delivered along with a use case in Studio.
- 3 additional datacenters(UK, Singapore, IPC2-AZB) were functionalized, making NeMo the first platform in Amex to be active in more than 2 datacenters.

“

"Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work." – Vince Lombardi





WE OWN OUR SUCCESS

Increased project ownership and exponential growth



TECHNOLOGY INDIA ASPIRATION:

Power and Accelerate the Company and Technology Strategy by [leading](#) platform and product engineering with the [best engineering talent](#).

India Technology team
is catering 60% of the
E50 projects

Few of the key projects of the year

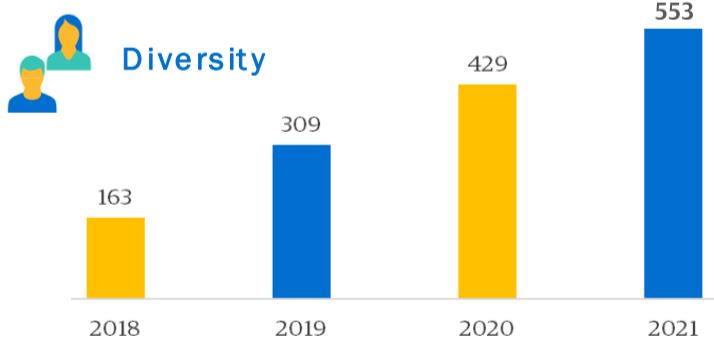
- Network Modernization
- ConneX
- NGT
- Oracle Upgrade
- Amazon International Germany, France and Japan
- Kabbage
- JP Hilton – MVP & Fast Followers
- Platinum Uplift / Refresh US & International
- Global Plan It
- Payments Modernization Debit Network Readiness (including China)
- India Data Localization/Amex in a Box



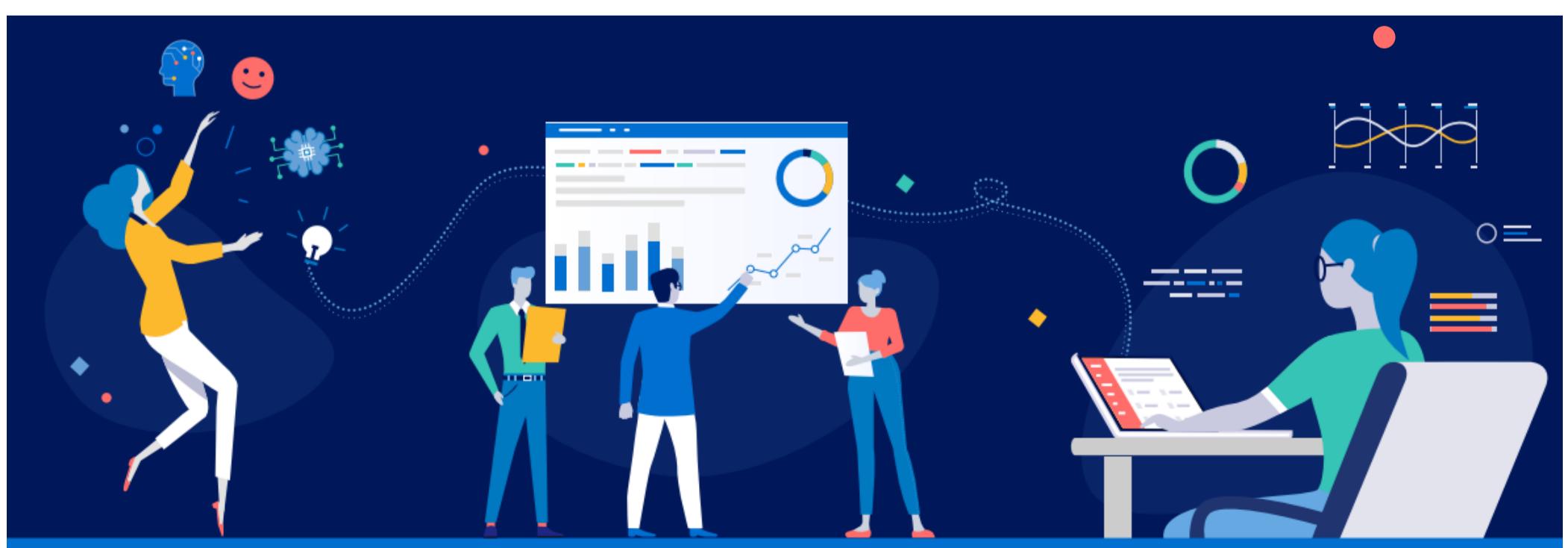
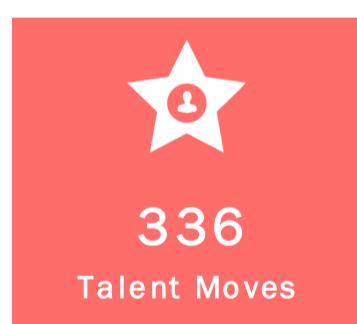
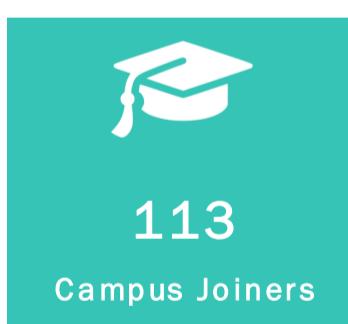
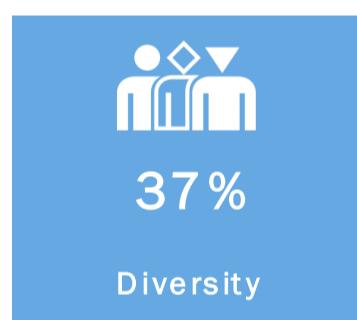
OUR ACCELERATING GROWTH CURVE

A quick view at our exponential growth through the years

WE ARE GROWING AND HOW...



2021 HIRING AT A GLANCE





KEY ACCOMPLISHMENTS

A quick look at the **achievements** of India Technology Teams in 2021



GLOBAL MERCHANT AND NETWORK SERVICES

GNST

- NeMo:** 90% of Authorization volume processing with 99.999% platform availability.
- 35% migration of Issuer connections to NeMo
- IDL** build in progress, E2 environments deployed

GMST

- Payment Modernization:** Completed three releases from (NACHA Violations, JCB and BIP CTX) leading to significant savings to Amex
- Merchant Dev Ops testing platform (OneTouch):** Contributed to 18 out of the 50 Enterprise priorities
- JADES:** Migrated 60% of the volumes to include non EMV Submitter, JAPAN HIGHWAYS



GLOBAL INFRASTRUCTURE AND DIGITAL WORKPLACE

GI TEAM

- IDL:** Finalized Datacenter & completed E1/E2 infra build
- Cloud Infrastructure availability:** 75% reduction in CCP Impact Minutes

DIGITAL WORKPLACE

- Cloud based Modern Device Management Platform:** Build & launched beta with 3500+ users
- Luke:** Integrated Chatbot with Bomgar resulting in 22% drop in Chat Agent Sessions
- Conference room uplift:** Completed 400 rooms for JAPA and EMEA region



CTO AND ENTERPRISE ARCHITECTURE

- Delivered multiple product agnostic Identity services to enable the Identity needs for Banking products (BCA, Kabbage, Personal Savings, Personal checking, Global Payments)
- Smart Budget Optimizer:** Launched to reduce overspend of \$1.6M Amex offers & \$7.7M Merchant Funded offers
- Raven/Griffin:** Delivered critical capabilities - Bi-Directional SMS, Image Processing Framework (ML driven)



INFORMATION SECURITY (TRIS)

- Digital Payment Security Controls:** AEBC compliance to various PCI standards as part of RBI's Master Direction
- Cyber security risks:** Mitigation for IDL May launch
- Compliance and regulatory support across key APAC markets including NYSDFS (US), MAS (Singapore), METI (Japan) and BOT (Thailand)



FINANCE TECH & CORPORATE SYSTEM

- B&C:** Upgraded 5+ PIs with 250+ apps, 5k+ B&C controls, 20+ LOBs
- Find Case investigation:** 1,513 cases; risk mitigated ~27,000 card members; 4 new Loss Events, aggregated remediation \$941k; annualized loss avoidance of \$2.57M
- E 50 – Oracle:** Upgraded E-business Suite from R12.1.3 to R12.2.9



CONSUMER, COMMERCIAL AND SERVICING TECHNOLOGY

GSGT

- Connex:** Migrated ~6000 CCPs to Connex Voice and Digital channels through 31 initiatives across various markets and lines of Business
- Rider Initiative:** Launched under Winning Through the Cycle will allow eligible Small Business Card Members to schedule Intracycle Auto Payments on their accounts

COMMERCIAL

- Kabbage:** Engineered commercial API powered to service near real time access for Customer profile and firmographic insights.
- Psypark:** Built Psypark Neighborhood Engine for ML driven marketing campaign to save 50% of the execution time.

GCST

- Project Lightning:** Now live for 21 markets
- C360 & G* Bidirectional:** Integrated to improve demographic linkage of ~34M relationship
- Launched Business Checking Account (Quicksilver), Global Pay/Cross Border Payments, Supplier Experience/PayDay, Economic Capital (EC), Bridger, Cadence & LOOP in C360



Click [here](#) to read the complete list of UCIO achievements for 2021





STRONGER TOGETHER

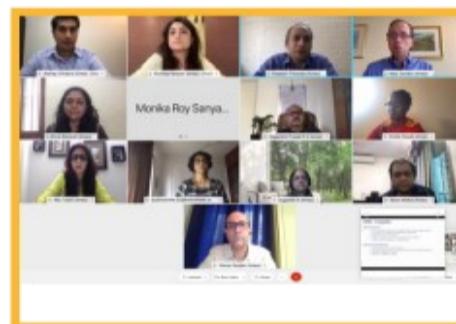
We continue to successfully engage and collaborate virtually

MARC GORDON'S INDIA VISIT

The virtual visit of **Marc Gordon** in July 2021 was a great opportunity for us to showcase our technological and engineering capabilities.

During the action-packed 2 days event, he interacted with the colleagues on various forums such as **Deep Dives**, **Product Demos** and **Roundtables**. He recognized the growth journey of the team over the last 3 years; and appreciated our focus to build a more inclusive and diverse workplace. He emphasized that Technology India's varied skillset, end to end ownership and successful deliveries across products & platforms offer a strategic advantage to Amex.

We continue to maintain our razor sharp focus on Technology India Strategy pillars and contribute to the **Framework for Winning**.



COVID-19 BOT | Building a Smart Solution in the Light of Pandemic!

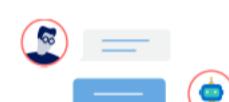
2020 was a challenging year for all of us. As India battled the second wave of the pandemic, few of our colleagues got impacted as well. We took up a series of initiatives to keep our colleagues safe through awareness campaigns on health guidelines, COVID protocols, and ramped up our health benefit programs. We also conducted vaccination drive at a rapid pace to protect our 15,000+ colleagues and their dependents at the earliest.



The India Leadership Team came together to address this issue with a technological solution

The LUKE BOT Team proposed to build a Slack Bot that could provide a standardized response to COVID-19 related queries posted by our colleagues

The result was introduction of a COVID-19 India Info Slack Bot



Need to extend the capabilities of the chatbot from answering user queries to help American Express India Colleagues and Contractors to book slots for the much-desired vaccination from Amex partnered hospitals

Slack Bot team installed the app on 20+ workspaces

The team developed, trained, and tested the chatbot solution for scalability and instant response that will help 20,000 colleagues and contractors

OUR ENGAGEMENT FORUMS

ASK US ANYTHING

MARC D. GORDON
Chief Information Officer

RUCHIKA PANESAR
VP & Head of Technology, Asia Pacific

JOIN US FOR A LIVE INTERACTIVE SESSION WITH OUR LEADERS.
THANK YOU FOR SUBMITTING YOUR QUESTIONS AND THEMES AHEAD OF THE SESSION.

TECHNOLOGY INDIA DIRECTORS FORUM
BY THE DIRECTORS, FOR THE DIRECTORS

The Technology India Director's Forum is a monthly connect to: Exchange views and information | Brainstorm on priority topics and collaborative call to action

TOPIC: RETURN TO OFFICE & AMEX FLEX
DATE: THURSDAY, DECEMBER 16TH
TIME: 4:30 - 5:15 PM IST

Asia Pacific Technology All Hands with
Ruchika Panesar
VP, CTO & GCST Group
Head of Technology, Asia Pacific

17th March 2021 | 12:00 PM – 1:30PM IST

Also hear from our Guest Speaker...
Manoj Adlakha
SVP & Country Manager, India
CEO, American Express Banking Corp

WebEx Event Link

HACK the GAP 2021 THEME
Backed by GROWTHHACK

This year, we are focusing to solve problems for Small and Medium Enterprises (SMEs) from underrepresented communities, or formulate ideas tied to Amex Diversity, Equity and Inclusion (DE&I) initiative.

Visit the [Idea Pantry](#) to take a look at the ideas that are based on extensive research and live customer interviews.

If you need any support to build on your idea(s), assistance on the participation procedure, or any other information, Slack/Email our India SPOCs: Nagendra Prasad, Naveen Ajampur, Sachin Arya and Pavani Medepalli.

ASIA PACIFIC TECHNOLOGY ALL HANDS
FIRESIDE CHAT WITH OUR NEWLY PROMOTED LEADERS

The Asia Pacific Technology All Hands will feature a Fireside Chat with newly promoted leaders, during which they will share their growth stories, and how they embraced change. Join us to know about their unique career journey.

VIKAS MALHOTRA
DIRECTOR, DIGITAL EXPERIENCE ENGINEERING (MODERATOR)

HARLEEN BINDRA
VICE PRESIDENT, CLOUD SOLUTIONS ENGINEERING

ABHISHEK GUPTA
VICE PRESIDENT, CLOUD OPERATIONS

VINAYA SINGH
DIRECTOR, TECH DELIVERY ENABLEMENT

WebEx Event Link

WOMEN IN TECHNOLOGY PRESENTS SPEAKER SESSION
TOPIC: BUSTING LEADERSHIP MYTHS WITH SANJAY KHANNA

SANJAY KHANNA
VICE PRESIDENT, FINANCE CORPORATE CONTROLLERSHIP

ON TUESDAY, AUGUST 31ST
AT 4 PM TO 5 PM (IST)
WEBEX DETAILS TO ENCLOSED

Women in Technology Network

Tech India Photo Contest

Mooo away from the hustle and bustle of the city !!!
- Reethu



What if the sunset was a window shopping experience..!! - Suvrat Bhat



Pamper Yourself - what else you can ask for when Messi is your masseur !!! - Vishal Jassal



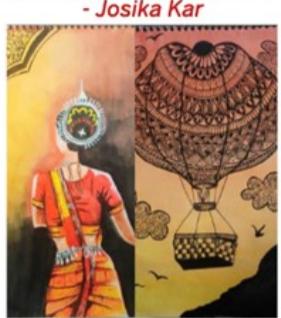
All of God's Grace in Two Tiny Face..!! - Mohit Juneja



Broken crayons still colour, lets fall in love with life. - Renuka Chaudhary



A blank canvas and my creative musings = My happiness! - Josika Kar



When the road ahead seems impossible , START THE ENGINE. - Mragank Jain



You can't buy happiness, but you can buy books, and that's kind of the same thing!!! - Mansi



TECHNOLOGY INDIA CELEBRATES INDEPENDENCE DAY #IDAYFRIDAY



Let us all come together to celebrate India's Independence Day virtually with a day full of patriotic fervor and fun. We have planned a motley of engaging activities for August 13th for you to participate and enjoy.

Tech's Got Talent | Post Your I-Day Selfie | Pop Quiz

The details of activities, terms of participation, and program leads will be shared on our Slack channel #tech-india-colleagues.

Season of Celebration

As the year closes to end, let us all look back at the memories we created together. From the milestones we achieved, to the challenges we overcame, let us all celebrate with a special 2-day virtual event on November 24th & 25th.

CULTURE OF ENTERPRISE THINKING
Date: November 24th, 2021
Time to celebrate the Culture of Enterprise Thinking by sharing Innovations and Ideas that showcase your Enterprise and Growth Mindset. Submit your projects on Innovation in a PPT or Video format on Slack.
#TechMindThatGrind #MateThatAutomate #PowerOfTechIndiaColleagues

CULTURE OF WELL-BEING & TOGETHERNESS
Date: November 25th, 2021
Let's celebrate the Culture of Well-Being and Togetherness with a Photo Contest on Slack. Share photographs from festivals you enjoyed this year with your family and friends or virtual celebration/get-together or how you have invested in your wellness.
#TechIndiaPhotoContest #WellnessThatWorks #SeasonOfTogetherness

DevCon
Digital Replays Available Now
[Access the Portal](#)

Our Words for 2021



We Win as a **TEAM**
Together Everyone Achieves More

Let's celebrate and share your Team success story, accomplishments, product launches and milestones

#WinningWednesday #TechIndia #YourTeamName



@ Tech-India-Colleagues Slack Channel
Date: June 30th, 2021

Stay tuned for the launch of Technology India Community on



THE SQUARE

CONNECT

ENGAGE

CELEBRATE



WE MAKE IT GREAT AT TECHNOLOGY INDIA
Make your next career move with Technology India

Be a part of Technology India.

We welcome colleagues to explore the wide range of opportunities present with Technology India. Please look out for our weekly communiques on "Open Roles for Internal Movement". Together with you in your career growth.



Internal Movements in 2021

Colleagues found their next career roles through Internal Movement

171

66

Here's what our colleagues have to say.

"I strongly believe that growth is not always vertical - we can grow in our professional career by horizontal/lateral movements as well by adapting to the new skills and technologies. It also helps to build relationships and a strong foundation for the future."

- Abhishek Gupta, VP, Cloud Operations

"AMEX offers a great career enrichment opportunity by way of internal mobility. It provides us a prospect to craft our own career trajectory and walk through them to acquire new skills and accomplishments. . "

- Vikash Kumar, Tech India PMO

Click [here](#) to know more about new roles using Careertrack.