

Scaling Business Agility to create differentiated client and partner experiences

Las Vegas

Neha Baijal

Sr Director Digital Modernization

Northern Trust



NORTHERN TRUST



Neha Baijal

*Sr Director Digital Modernization
Northern Trust*

Neha leads the Digital Modernization - Agile & DevOps tracks at Northern Trust. Her team of DevOps Engineers, Agile coaches and Scrum Masters is enabling Agile product delivery through collocated agile teams, adoption of good engineering practices and building better alignment with the business with a focus on continuous learning and improvement.



Vani Shetty

*AVP, Lean-Agile-DevOps
Consulting
Infosys*

A recognized transformation leader, with 20+ years of experience, leading a team of 100+ highly skilled PMO, Lean, Agile, DevOps, SRE, and AI transformation consultants. She has successfully led multiple digital transformation journeys for clients across industries and geos. Under her leadership, Infosys has successfully forged partnerships with Industry leaders like Scaled Agile Inc. and product companies like TaskTop to evolve our services to the next level.

GLOBAL REACH

Founded in Chicago in 1889, Northern Trust has offices in the United States in 19 states and Washington, D.C., and 22 international locations in Canada, Europe, the Middle East and the Asia-Pacific region.



NORTH AMERICA

65 cities



EUROPE, MIDDLE EAST AND AFRICA

10 cities



ASIA PACIFIC

11 cities

NORTHERN TRUST - WHAT WE DO

Custom financial solutions powered by cutting edge technology. Our unique technological capabilities, multi-faceted investment strategies and culture of integrity shape our position as a leading financial services provider.

ASSET SERVICING

**INVESTMENT
MANAGEMENT**

WEALTH MANAGEMENT

Fast Facts

As of December 31 2021, Northern Trust Corporation had:

\$16.2

TRILLION ASSETS UNDER
CUSTODY/ADMINISTRATION

\$12.6

TRILLION IN ASSETS UNDER
CUSTODY

\$1.6

TRILLION IN ASSETS UNDER
MANAGEMENT

\$184

BILLION IN BANKING ASSETS



**AMERICA'S
BEST BANKS**

Forbes, 2020



**BEST PRIVATE BANK
IN THE U.S.**

Financial Times Group, 2020



**100 MOST SUSTAINABLE
COMPANIES IN AMERICA**

Barron's, 2020

The Shift from *Doing Agile* to *Business Agility*



Outcomes we strived for



Digitalization and Productivity

- Contribute to improved financial outcomes through digitalization and automation
- Improved data delivery and decision making
- Process excellence and automation
- Technology-powered operating leverage



Secure, Reliable & Efficient Systems

- Technology platforms as robust as our balance sheet
- Tools and services available to our clients making financial decisions in a 24/7 world
- Consistent and evolving partner experience



High Velocity Delivery

- Faster time to market
- Quicker response to client needs
- Technology platforms that extend easily to drive innovation and new capabilities

At Northern Trust IT Powers Business Aspirations

Our technology strategy is designed to mutually drive client and Northern Trust outperformance

May 4, 2021

Northern Trust Launches Omnium Event Manager Platform

New tool streamlines corporate action and dividend event workflows for middle-office outsourcing

May 25, 2021

Northern Trust Enhances Omnium Reconciliation Workflow Application

Rec Dashboard supports asset managers' need to manage a high volume of reconciliations in real time.

November 18, 2021

Northern Trust and EDS Enhance Data Sharing for Investment Data Science

Collaboration with Snowflake Optimizes Data Management Via Cloud-Native Technology

September 14, 2021

Northern Trust Automates Data Extraction from Alternative Asset Documentation

The solution leverages Microsoft Azure Applied AI Services to extract unstructured data from investment documents, providing investors with actionable insights

June 30, 2021

Northern Trust Launches Alternative Asset Servicing Digitization Initiative

Intelligent document capture is key step in digital transformation built on machine learning, artificial intelligence and cloud computing solutions

June 21, 2022

Northern Trust Front Office Solutions Enhances Transparency into Investment Analysis Process

Advanced analytics tool provides investors with holistic views of liquid and alternative asset classes.

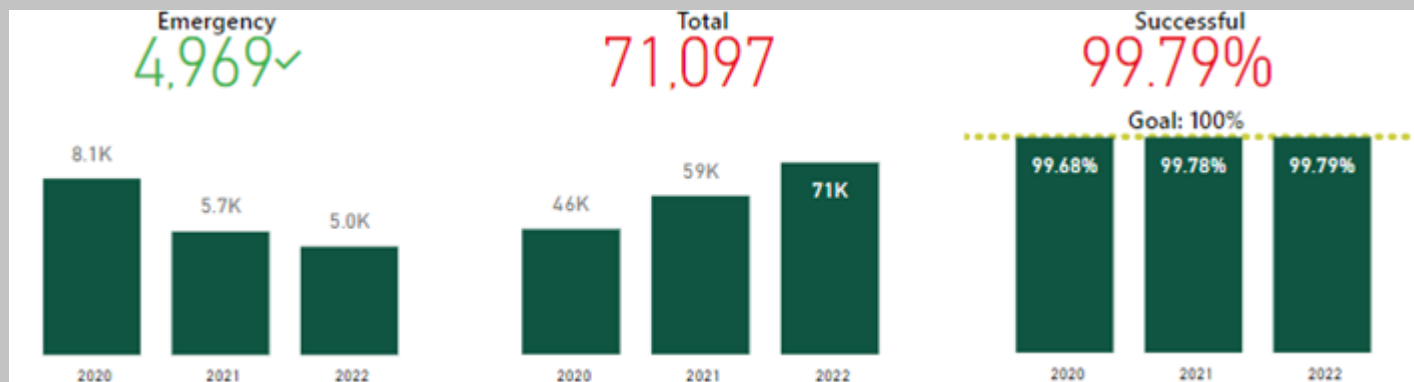
July 13, 2022

Northern Trust Front Office Solutions Enhances Liquidity Management Solutions for Asset Owners

The new tool offers improved customization, efficiency and visualization for complex asset allocators.

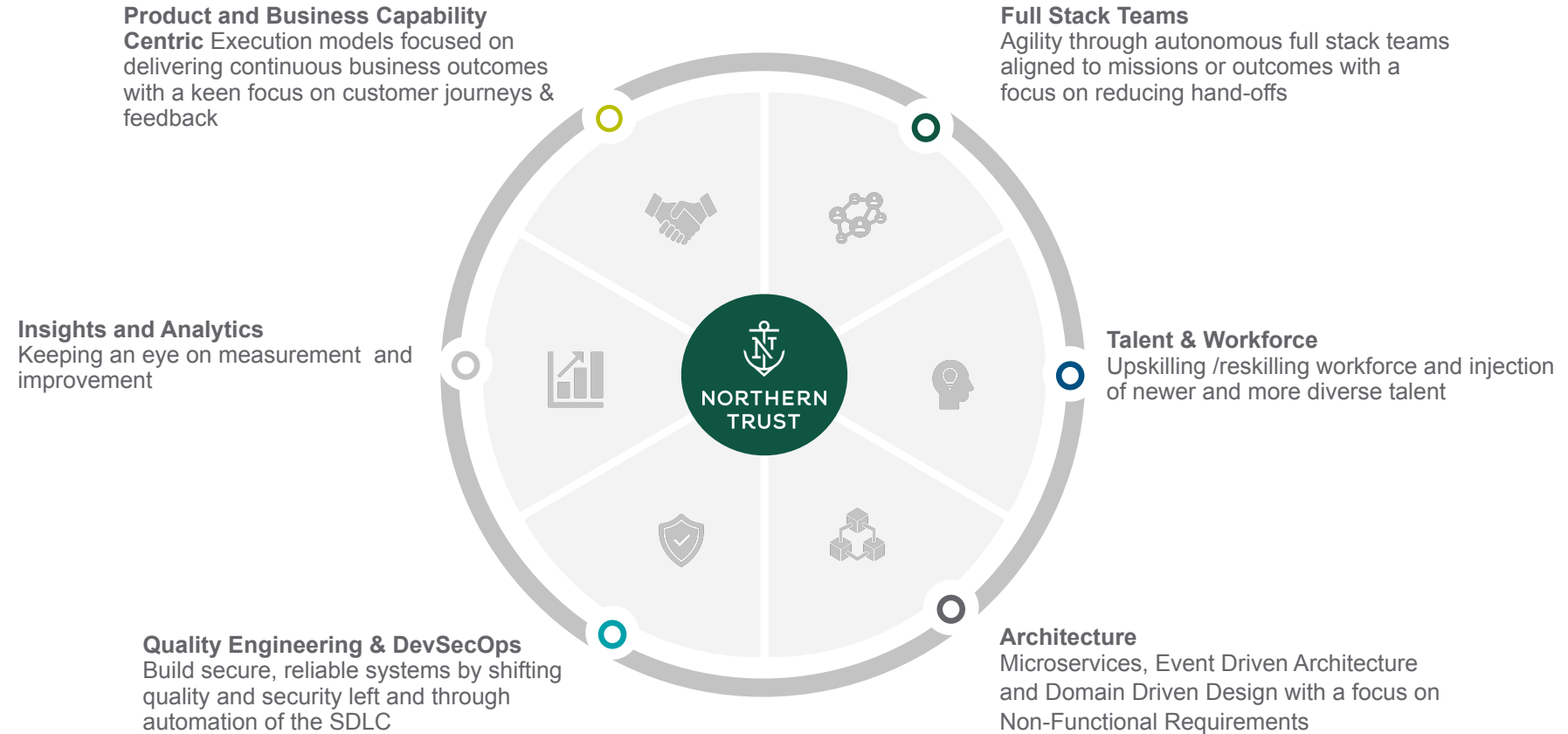
CHANGE REQUESTS

Significant Incidents 16% down YoY



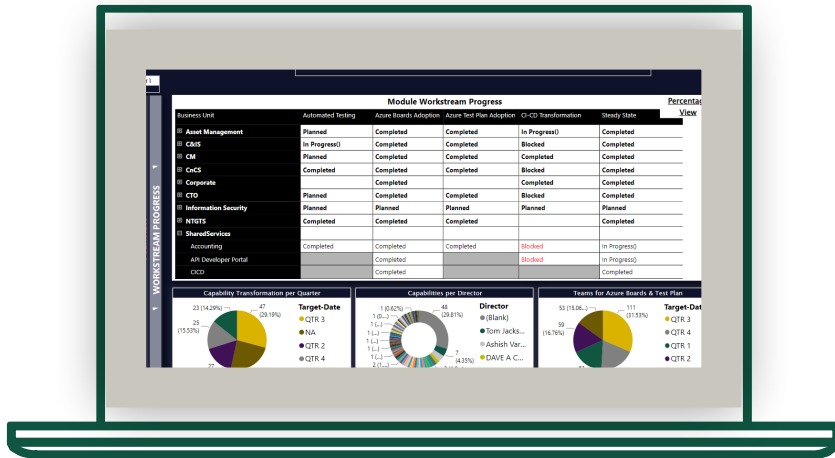
Holistic, Multi Dimensional Transformation Strategy

Central Strategy and Decentralized Execution has been key to success



DevSecOps – The Solution Focus

*DevOps hasn't meant only Pipeline & Automation
For us, the journey has been-*

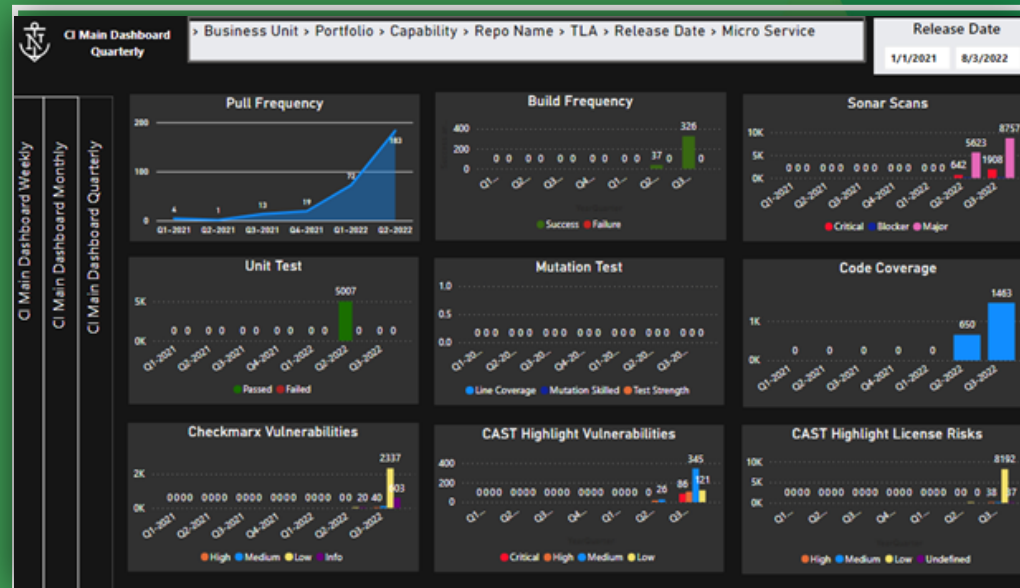


- Customer Journey / Initiative based Team construct with full stack teams
- KPI- driven Agile - DevSecOps Maturity Model
- IaaS - with Azure DevOps & Self-Service CI-CD pipelines for multiple technologies
- Shift Left , Test Automation
- Gather and implement customer feedback
- Training & Enablement Program

130 Product/ Capabilities/ ToTs
345 Teams/ Squads/ Missions

Power of Measurement & Visualization

120 Steps Automated for change creation



- ❑ Tooling Standardization to create a homogenous ecosystem
- ❑ Combining Engineering & ALM tools
- ❑ Check system health proactively
- ❑ Metrics & KPI based improvements

“More clarity as the firm is able to prioritize planning cycles, can see the vision AND the near-term outcomes required

Ability to size and resize capacity as priorities change mid stream, preserves knowledge leak and keeps morale high for the delivery teams

Demonstrated increase of output (single year uptick of 20% more output) while budget remains stable; more efficient interaction and solutioning across”

AUDRA LIND

CAPABILITY INDUSTRY AND DELIVERY PRACTICE EXECUTIVE

CASH & BANKING

Key Takeaways

Keeping transformation efforts focused on OKRs and having clear rules of engagement and disengagement helped maximize returns



“Hope is not a strategy”

Timebox agile coaching and engagement and create a Definition of Ready / Done for transformation



Core skill enablement programs were key to successful transformation: Product ownership/ Management, Agile, Domain Driven Design, DevOps



Celebrate successes and wins and make it about the team that transformed



Transformation success is directly proportional to business engagement



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