

MBPS Digital Information Services 2017 Strategy Planning

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AVP for Operations

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Digital Transformation (5 YR Vision)

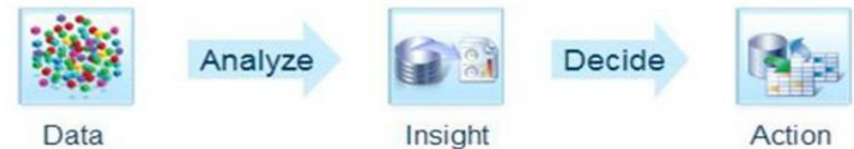
1. People Development and Empowerment



2. Digital Applications and Devices



3. Prescriptive & Predictive Analytics Systems



4. New Digital Capabilities & Services



People Development and Empowerment

1. Develop New Industry Skills & Insurance Skills.

- New Application Systems
- New Skillsets - Business and Software Analytics, Agile Project Management



2. MBPS Managers as Service Delivery and Process Champions.

3. Shared Services Center of Excellence.



Digital Applications and Devices

1. N.E.S.T. Digital Lab

(New Emerging Systems and Technologies)

- Technology Incubation Program
- Systems and Hardware



2. Digital Wearables and Mobile Devices (ex. QR Codes, Smartwatch, Augmented Reality, etc)



3. Multi-Platform Systems Development Tools.



Predictive & Prescriptive Analytics Systems

1. Data Mining and Analytics Capabilities

- IBM Watson and SPSS
- Customer Data, Social Media, Employee Data, etc.
- On Premise or 3rd Party Cloud Services.



2. Machine Learning Platforms (hardware appliance).



New Digital Capabilities & Services

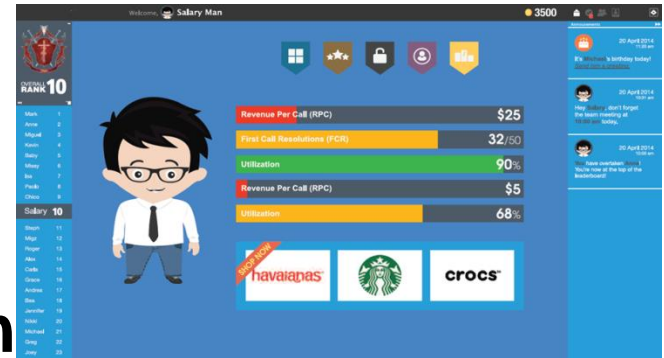
1. Social Media Capabilities

– Content Management/Ghost Blogging, Explore other Services Channels, Search Engine Optimization.



2. Development of more Mobile Applications

– Ex. WORK AMICO



3. Workflow Automation (Screen Capture, Software Automation)

4. E-Learning and Mobile

Applications through Articulate



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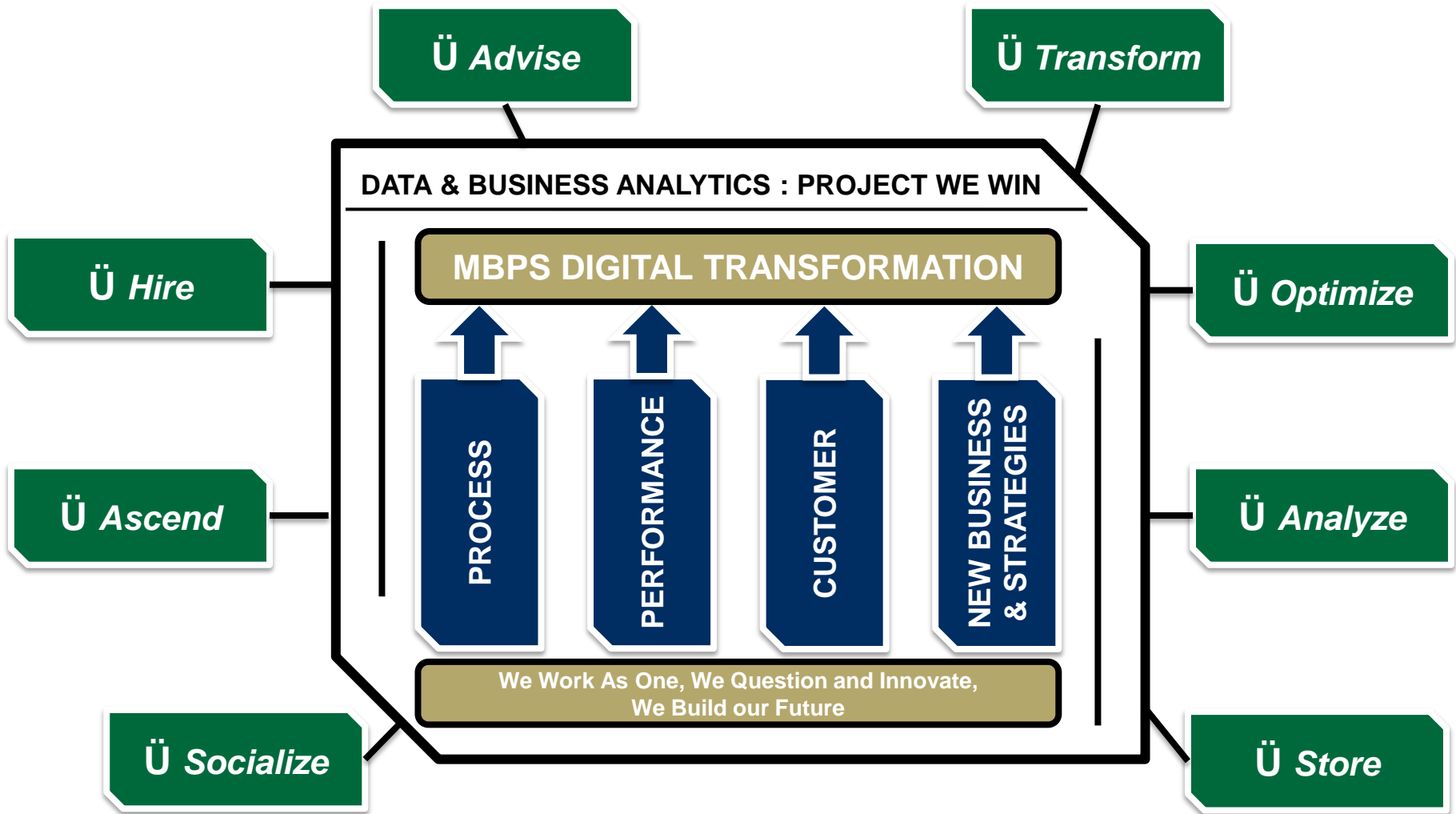
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**DIS
Project
Name**

Uber is a German
language word
meaning "over",
"above" or
"beyond"

**Conventional
Strategies in DIS**

2016 DIS Business Framework and Focus Areas



2016 DIS Business Framework and Focus Areas

DATA AND BUSINESS ANALYTICS “PROJECT WE WIN”

Christina Ong, Business Analytics and Operations Manager



Process

We Work As One, We Question and Innovate,
We Build our Future

- X Non Standardized IS Processes
- X Business Unit – Process Dependency
- Descriptive Analysis
- Project and Service Delivery
- Process Improvement

CX Project : Development of Business Process Improvements, Advance Analytics and Research through Six Sigma and Agile Project Management to improve Service delivery and Customer Experience

Q1

Learn Big Data and Enterprise Business Analysis, and Six Sigma

Q2-Q3

Workflow Standardization and Enhancements in IS

Q4

Build Digital Strategies using MBPS Social Media (i.e. Company, Employees, Customers, Product)

2016 DIS Business Framework and Focus Areas

Project : Ü Advise

Richard Pineda, IS Operations Manager



Performance

We Work As One, We Question and Innovate,
We Build our Future

X Leadership Effective Survey (Q4 79% vs 85% target)

- Quality vs Quantity of Coaching
- Sustained Training Programs
- Succession Plan

Master and Apprentice Program :
Mentorship, Training, E-learning

Q1

Coaching Framework,
Improve Training Curriculum,
Create Elearning Modules
through Articulate

Q2-Q4

Deploy Training Programs

Service Desk & App Support (Q2)
Systems Administration (Q2)
Release Management (Q3)
Database Management (Q3)
Application Scripting & Dev (Q4)

2016 DIS Business Framework and Focus Areas

Project : Ü Hire

Manuel Go



Performance

We Work As One, We Question and Innovate,
We Build our Future

Standardized Hiring and
Recruitment Process by DIS
Leaders with HR partnership

Q1

Interview Workflow and
Questionnaire
Create Technical Exams
Onboarding Strategy

Q2

Deploy the revised hiring and
recruitment process

- X Standardized Interview Questionnaire
- Technical Exams
- Immersion and Job Shadowing
- New Hire Onboarding Experience
- Partnership with Sourcing and Talent Acq

2016 DIS Business Framework and Focus Areas

Project : Ü Ascend

Harri Tiburcio, Social Media Manager



New Business & Strategies

We Work As One, We Question and Innovate,
We Build our Future

- X New Social Media Services and Systems
- Language Support

Assessment of new Social Media Systems, Multi Lingual Support, Business Analytics

Q1

Content Management
Crimson Hexagon

Q2

Omni Channel (w/ PDM)
Support for Blogs and Forums

Q3

Language Support
Social Media Marketing
Campaigns

Q4

Improve Analytics

2016 DIS Business Framework and Focus Areas

Project : Ü Socialize

Harri Tiburcio, Social Media Manager



Customer (internal)

We Work As One, We Question and Innovate,
We Build our Future

-- New Social Media Services

Improve Social Media Strategies
that promote employee engagement
and satisfaction

Q4'15 / Q1

Promote More MBPS
Activities in Social Media –
Games, Polls, etc

Q2

Crowd Sourcing / Idea
Sharing (w/ Branding)

Q3/Q4

Social Shopping Network
Partnership + Applaud 2.0

2016 DIS Business Framework and Focus Areas

Project : Ü Transform

Rogelio Umali, IS Director



Customer (internal)

We Work As One, We Question and Innovate,
We Build our Future

- X Systems Reliability – OPT
- X Gamification
- Mobile Applications
- IS Workforce for Support and Projects

Empower MBPS employees by rolling out homegrown Digital (Web and Mobile) Solutions

Q1

IS Helpdesk and
Cat5, COPS, RRS
Optimus Sprint 1

Q2 – Q4

Work Amico, Optimus
ATO Improvements

Q3

Content PUSH Mobile
Retire OPT
ATO Improvements

2016 DIS Business Framework and Focus Areas

Project : Ü Optimize

Rogelio Umali, IS Director

New Strategies

We Work As One, We Question and Innovate,
We Build our Future

Implementing process automation
through the use of Desktop
Automation and Software Robots

Q1

IS Bus. Analyst Onboarding
UIPath Pilot Training
UI Path Infrastructure

Q2 – Q4

Parallel to Full Deployment

- X Work Automation for Simple Work Tasks
- X Manual Processing



2016 DIS Business Framework and Focus Areas

Project : **Ü Analyze**

Rogelio Umali, IS Director



New Strategies

We Work As One, We Question and Innovate,
We Build our Future

Implementing Predictive and Prescriptive Solutions and Platforms for MBPS

Q1

Training – R, Phyton, Watson, SPSS.

Procure Licenses, Infra

Q2 – Q4

Identify Teams that can use Analytics Insight Platforms

Qlikview Boot Camp

-- Analytics Platform managed by MBPS

2016 DIS Business Framework and Focus Areas

Project : Ü Store

Rogelio Umali, IS Director



New Strategies

We Work As One, We Question and Innovate,
We Build our Future

-- Big Data Platforms and Storage

Support MBPS Analytics Program
by implementing Enterprise Storage
Solutions (Big Data or EDW).

Q1

Training – Big Data Platforms,
Hadoop, DW, ETL
Vendor Discussions (Oracle,
IBM)

Infrastructure Requirements

Q2 – Q4

Migrate Teams with Storage
Requirements

MANCOM Planning

CSAT RECOMMENDATIONS

1. Understanding and Knowing the business (Experts of the Process, Experts of the Business?)
2. Communication Strategy (Let the Business know that you're aware of their processes, issues and provide recommendations)
3. Leadership Competencies, Accountability & Expectation Setting

- * **Review Employee Engagement Survey ; EES +3% ; MES +7% ; MSI +28%.**
- * **Understand the Survey and look for the Value and not Volume.**
- * **Leadership Evolution – Challenge Ourselves, Look for Strategies with long lasting impact to DIS and Employees**
- * **Collaborate Better with the MBPS Community**

MANCOM Planning

OTHER TEAMS – CSAT RECOMMENDATIONS

1. (OPS ADMIN) Leadership Training – Problem Solving, ROG, Risk. L Leadership Proactivity (Pick Up the Phone.. Don't Email) ; Relationship Management
2. (CHENG DU) – Review SLA Expectations for recurring errors ; Team Commitment to Performance and Quality ; Be eager and aggressive to save cost ;
3. (I&F) – Sufficient Knowledge of the Basics ; Service Level Agreement; Business Tools are fundamental and considered as identifiers of the future.
4. (Customer Service) – Leadership Empowerment – small to big ; Fix the basics and talk about action ; Create the action plan and move the people,

MANCOM Planning

FINANCIAL PRUDENCE

1. Manulife is asking all businesses to look at cost efficiency and reduction measures.
2. “It’s Our Budget, It’s Billable” Mentality
3. Cebu Travel & Training Necessity. What’s the ROI?
4. Last Minute Spending
5. MBPS - Fixed Variable Billing Methodology

MANCOM Planning

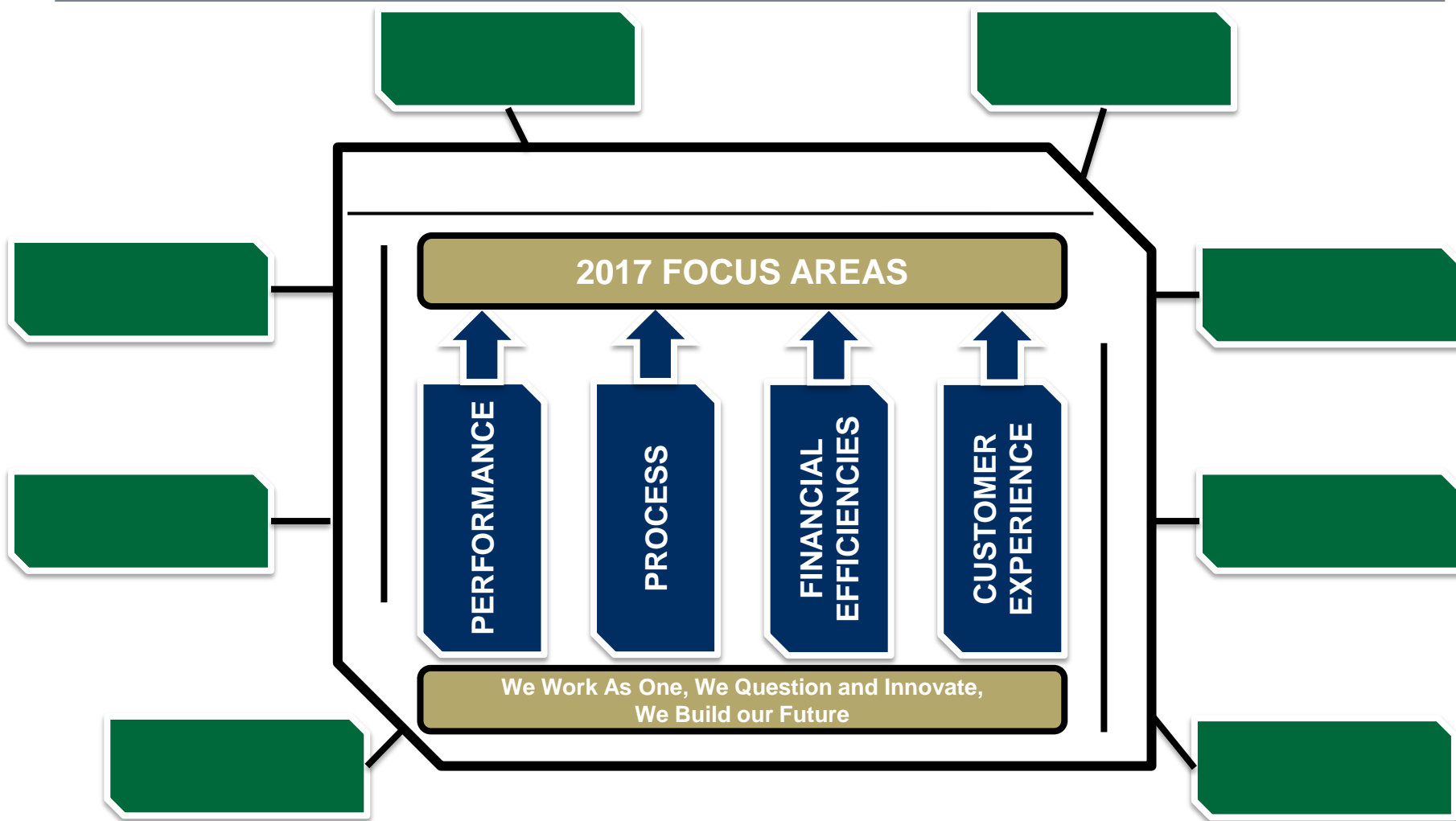
DIVISIONAL STRATEGIES (for IS)

1. Direct to Consumer - Digital Platforms – Mobile Applications
2. Robotics Process Automation
3. Cloud Based Technologies

TALENT FACTORY (Global In-house Center)

1. Business Analysis, Project Management, WFO
2. Proactive Assessment of Emerging Services & Talent, Industry Trends (Analytics, Automation, Content Management)

2017 Focus Areas : NEXT STEPS



2017 Focus Areas : NEXT STEPS

PERFORMANCE

1. Performance Metrics & Service Level Agreement
2. MBPS Operations Standards
3. Project Management
4. Staff & Leadership Competencies.

PROCESS

1. BPMN Workflow Documentation Updates & Enhancements
2. Business Services & Process Workflow Improvement
3. MBPS DIS Operations Standards
4. Results Oriented Governance
5. Operations Risk Management
6. Digerati, Digital NEST (New & Emerging Systems and Technologies)

FINANCIAL EFFICIENCIES

1. Cost Savings – Travel, Training, FTE
2. Technology & Cost Efficiencies on the use of Mobile Phones, DSL, etc.
3. Financial Prudence Concepts

CUSTOMER & EMPLOYEE EXPERIENCE

1. Business Unit / Onshore Contact Relationship Management
1. Staff & Leader Career Management
2. Quarterly Leadership Effectiveness Survey
3. AON Hewitt Survey for DIS
4. Value Added Service / WOW our Customers

NEXT STEPS

TEAMS

1. Team Groupings (Richard, Harri, GSD, Digital Strategy, Reporting & Analytics)
2. Use OGSM Methodology (Objectives, Goals, Strategies, Measures).
3. Ensure SMART Planning is applied.

INSTITUTIONAL PROGRAMS

1. Careers – Inah ; Cares – GK ; Motivate – Rex ; Aspire – Cyren/Yerrick
2. Digerati (Innovation) - ?
3. Create your Program Kit for 2017
 - *Program Backgrounder / Overview*
 - *Program Goals and Business Value*
 - *Activity Schedules with Targets*

Employee Engagement, School and Community Programs



DIS ASPIRE

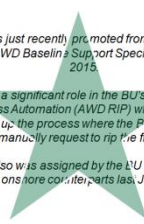


Allen Rey Co
IS Div - JH AS AWD Support
Runner Up - Top Performer

Allen was just recently promoted from a Junior to a Senior AWD Baseline Support Specialist last May 2015.

He had a significant role in the BU's Project of a Process Automation (AWD RIP) which helped speed up the process where the PU would no longer manually request to rip the files in AWD.

Allen also was assigned by the LPU to train their onshore counterparts last June.



DIS ASPIRE



Paulyn Marie Battad
Global Reporting
Best Montessori teacher

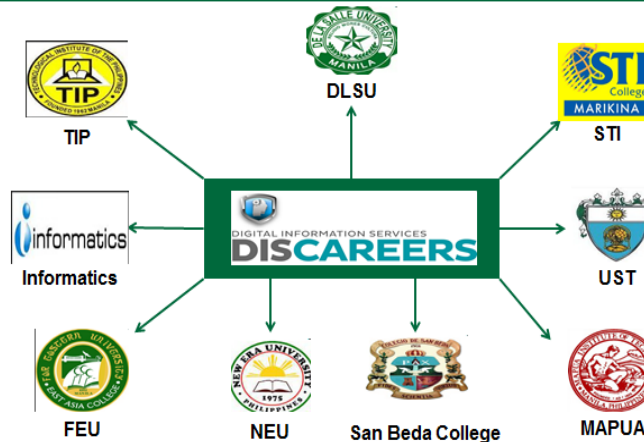
"One true measure of a leader is the ability to replicate yourself in others"

Paulyn's competencies as a leader has immensely improved since last quarter. In May 2015, she was assigned an additional role in leading the Canadian Customer Experience Reporting team. From 2 members, this team has now grown to 5. And with the consistent top-notch performance, the BU has requested for an additional 2 more members by September 2015 (bringing the total to 7).

In June 2015, she led the Business Analyst (BA) immersion at the RA team allowing them to gain BA skills that were tapped for system automation projects of MBPS.



School Partners Update



APPENDIX (MBPS Plan, Selected DIS OGSM)



Forward-Looking to 2016

■ Five Years From Now (July 2016)

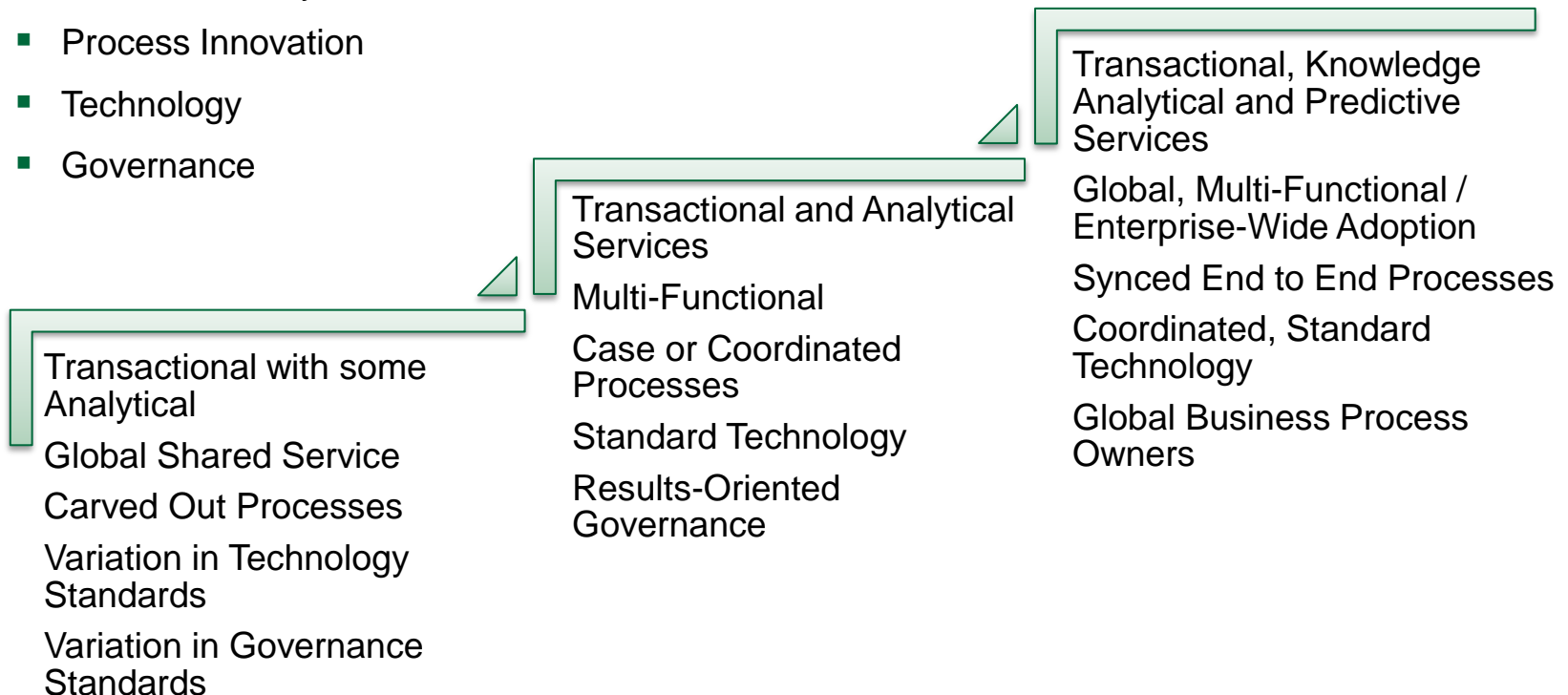
- ✓ Business process management and improving processes is ingrained in our operations and culture.
- ✓ Provide a steady and reliable source of operations managers and technical resources to our businesses.
- ✓ MBPS' Managers are managing operations across multiple sites.
- ✓ Our performers are taking advantage of the opportunities given us by our strong, global organization.
- ✓ Our reputation for having the best jobs in the industry will be undisputed



2016–2019: From Cost Benefits to Business Customer Benefits

■ Global Resources that Optimize

- People Resources
- Service Delivery Model
- Process Innovation
- Technology
- Governance



Forward Looking to 2019/21

- PEOPLE: knowledge-based (aside from transaction-based) resources, has business expertise enough for process optimization
- SERVICE DELIVERY: Global, Multi-Functional, Enterprise-wide Adoption. (We are practically here now.)
- PROCESSES: end-to-end, synchronized and optimized
- TECHNOLOGY: standardized, use of robotics / automation
- GOVERNANCE: Global Functional and/or Line-Of-Business Process Owners