

Flowable

Core Resource Locations:



We are the strategic partner for IB&NCL Technology, working with the Operations stream in the build out of the Digi Ops platform. Establishing dedicated pods of Flowable resources, owning F2B deliverables, with excellent client feedback.

We are uniquely positioned to support UBS with skilled flowable resources. We are engaged with IB&NCL Operations today, staffing 2 pods of skilled resources.

We are accelerating our Flowable Centres of Excellence creating unique SME hubs in Poland, India and Switzerland .



15 Resources Onboarded

In last 12 months we have supplied UBS with 2 pods of resources and are ready to mobilize additional support



No.1 Flowable Partner

We have a partnership with Flowable to train and upskill Accenture resources



3x Global Centers of Excellence

We are building capability in India, Switzerland and Poland to meet increased client demand

Selected UBS Experience:

UBS Project	Overview	Accenture's Role	Outcome
Flowable	IB&NCL Technology Operations required Transformation of Operations work on queries received across various Communication channels, including email, chat, messaging and API.	<ul style="list-style-type: none">There were major challenges in finding Flowable resources in India. Our approach was through:<ul style="list-style-type: none">Talent acquisition – acquiring experienced resources in BPMN, CMMN, DMNPartnering with Flowable and conducting Flowable trainings by experienced trainersCreating a Flowable community, including knowledge sessions led by SMEs <p>We successfully onboarded 2 Flowable pods in India to UBS under the Operations stream. Each pod has 6-7 members with niche skillsets, including Flowable, Kubernetes and Cypress.</p>	<ul style="list-style-type: none">✓ Successful delivery of 1Place critical features helped in onboarding 2000 users by December 2023✓ Reduced average monthly shared mailbox email volume by 21%✓ KYC: Reduced average PKR case handling time from 13 to 7.5 days.✓ KYC: Saving 11372 minutes by enabling PKR tracking for Non-Client.✓ Participation in Product Roadmap Design and Strategy Design for User Adoption

UBS IB Tech India Pod 2 – Success Story



Background

- **India Pod 2** – New team from Accenture
- Waterfall model, delivery challenges
- **Client Challenges**
 - **Unhappy business** due to delayed Time to Market
 - Creating **user awareness and onboarding users**
 - **Complexity** in development using **Flowable** tool
 - **Messy backlog** and plan to onboard 1000+ users on 1place



Our Approach

- **Agile @UBS** – Implementing **Agile practices, continuous delivery**
- Product **backlog prioritization and refinement**
- **Upskilling** team on **Flowable / Cypress** automation
- **Connects with Business using Hybrid Approach** – Business and IT connects, knowledge transfer sessions with clients, educating users



Outcome

- Self sufficient team with minimal client involvement on execution, **Increased Velocity**
- **End users happy with features delivered**
- Strong **Client Relationship** and Client **Trust**
- Client Appreciation via., Kudos awards to **80% team members**
- Accenture is participating in **Product Roadmap Design and Strategy Design** for User Adoption



What's Next

- **Onboarding maximum users on 1Place product** -
 - **Virtual workshops, Demo and recording sessions** planned between Aug to Oct
 - Educating Ops teams for 1Place adoption
 - Develop customer centric Product
- Implementation of 1Place critical features to **onboard 200+ users by Dec'23**
- 100% **cypress automation** to save manual testing time



POD Maturity

Phase 1 - Prior

- Accenture and UBS Staff
- Rate Card based
- 100% Interviews

Phase 2 - Current

- 100% UBS Ownership for Product Delivery
- 100% Accenture Team
- Leads interviewed

Phase 3 - Future

- 100% Delivery ownership with Accenture
- KPIs & Outcome based