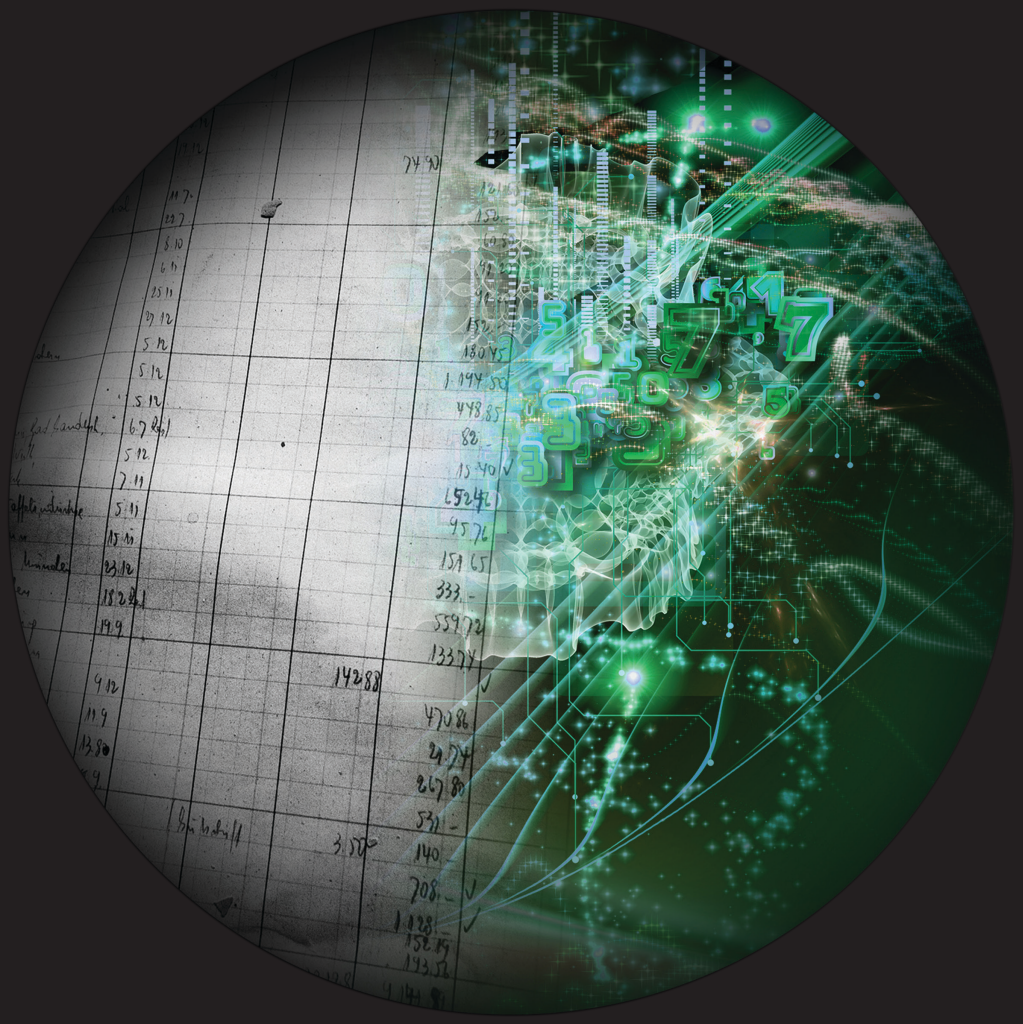
Deloitte.



Reimagining the future of operations

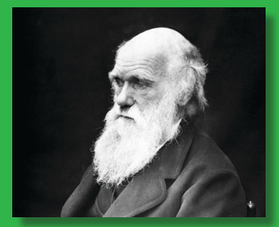
Harnessing the techniques and methods of the new industrial revolution

May 2019

Evolution

The future of operations

The traditional lines between operations and technology have blurred to create one of the most dynamic periods of change in our industry. The ability for organizations to adapt and effectively harness these forces will position operations at the forefront of driving business value and evolving the way we serve our clients.



"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change. "

- Charles Darwin

The evolutionary curve

Building financial markets on paper

Early financial markets relied on paper trading tickets, ledgers, and support staff to manage the flow of certificates, bonds, checks, and coupons.

~300 years

Closer markets through communication

In the 1870s, stock prices began to be transmitted via telegraph and printed on "ticker tape," and stocks began to be bought and sold through the telephone, installed on the floor of the NYSE in 1878.

~90 years

Developing an electronic backbone

In the 1960s, volumes boomed and manual processes buckled. The industry created utilities for digital handling of certificates, and organizations developed systems to shift information to electronic formats.

~40 years

Internet enablement driving connectivity and speed

Significant improvements in transfer speeds and market utilities supported decimalization, expansion of high frequency trading, and T+2 settlement. Brokers created online portals to enable new customer-facing platforms.

Transitioning to a digital future

Advancements allow for automation of complex and nuanced tasks, tighter integration of workflows and technology, and insights to be drawn from structured and unstructured data.

Adaptation – the future work environment

Characteristics of the future work environment

Imagine a future where operations has:

- Agile and flexible environment that can quickly and effectively respond to industry and business changes
- Automated workflows supporting business processes
- Extensive front-end self service with full transparency into transaction and service request status
- Knowledgeable workers with deep industry experience and technology skills
- Evolutionary architecture hosted on the cloud, providing cost efficiencies and ability to keep pace with rate of innovation
- Holistic controls and oversight with real-time visibility into control environment health, enabling proactive decision making and risk mitigation

The catalysts driving change in operations

- Artificial and cognitive intelligence
- Cloud enablement
- Virtual workspace leveraging workflow and automation
- Advanced analytics and data visualization
- Digital controls and exception monitoring
- Strategic relationships and operating model enhancements

Accelerating your future

Deloitte product portfolio

Deloitte has invested in the development of products in concert with our clients to solve some of the more challenging aspects of the operational lifecycle.

Deloitte leverages **innovative approaches** and **emerging technologies** to transform, modernize, and shape the future of work

Digital control platform

Automation of manual controls and leveraging analytics to evolve towards continuous monitoring of operational health. Digitizing risk management and controls enables the business to scale effectively, adapt more quickly to business changes, mitigate potential risk and enhances the client experience

Deloitte Chatbots

Deloitte developed chatbots streamline and enhance the operational professionals' ability to interact with policies and procedures. Uses artificial intelligence techniques to create a living document with human like interactivity to drive better adherence to standards without the associated costs

Command center
Operational nerve center

Client lifecycle management

Operations

Risk compliance and control

Technology architecture, data, and analytics

Spark Experiences

Mobile roadshow designed to create immersive and engaging experiences that illustrate the possibilities and differentiators of our product portfolio.

Contact us to bring you a Spark experience

Deloitte's COO Dashboard

A consolidated view into operational performance and health, enabling same-day visibility and drill down capability to facilitate rapid response to emerging issues and exceptions

Deloitte Intellidoc

Leverages artificial intelligence and automation to assess external client communications, such as marketing materials, to lower costs, mitigate risk, improve compliance oversight, and accelerate speed to market by significantly reducing total document review time

Deloitte Virtual Workplace Prototyping Tool

Provides intuitively designed interfaces for operations to collaborate and execute against exception-based tasks, and facilitates data aggregation in centralized dashboards, maximizing efficiency and accuracy while reducing reliance on manual processes

Deloitte dTrax

Contract Lifecycle Management (CLM) platform that automates and streamlines contract generation, negotiation, and execution processes. Facilitates pre- and post-contract agreement digitization enabling repapering for a variety of capital market drivers (e.g., GDPR, LIBOR, QFC, Initial Margin) enhancing the client experience and improving operational efficiency

Deloitte Cascade Suite

A comprehensive calculation engine, which reduces the risk of incorrectly billing clients by tracking, calculating, and reporting on fees and expenses for accounts and funds through an automated reconciliation

Deloitte Supervision and Surveillance Grid

Provides end-to-end continuous monitoring of activity across operations and control functions such as buy- and sell-side compliance, trading risk, and best execution support, through a performance management portal

Deloitte TrueVoice

Monitors client audio interactions and digitizes voice that also monitors sentiment/emotions to provide insights into client service and client complaints, maximizing the client experience and mitigating potential operational and compliance issues

Deloitte Investment Restriction Management System (DIRMS)

Digitizes and provides workflow tools to manage investment restrictions, and standardizes workflow for contract analysis, and rule coding, testing, management, and reporting

Deloitte Convergence

Streamlines the process of managing regulatory obligations across businesses, functions, and geographies by codifying and standardizing rulesets. Aids in the rationalization of controls to meet multiple but similar requirements across jurisdictions and regulatory bodies

Deloitte Solvas|Digitize

Uses intelligent automation to enable document digitization and data extraction to ease the operational burden of manual data entry and supports a variety of operational use cases including regulatory compliance, tax, and financial services. Includes document receipt and data review services, as well as configurable, automated reconciliation to enable straight-through processing

Accelerating your future

Deloitte service portfolio

Command center
Operational nerve center

Client lifecycle management

Operations

Risk compliance and control

Technology architecture, data, and analytics

Command center design

Redefine how operations leaders manage their business and empower them to make informed decisions by aggregating operations, risk, and technology performance information into views that provide analytics, trending, and insights across functions

Client lifecycle effectiveness

Enhance the client experience by identifying efficiencies and controls throughout the client lifecycle including onboarding, client servicing, complaints management, and cash management

Core operations transformation

Redesign the operations environment for the future, by leveraging centralized workstations and shifting work to exception-based processes better enabled by next-generation technologies and infrastructure

Workforce of the future

The advent of automation, cloud computing, cognitive intelligence tools are enabling organizations to rethink who does work, where is it done and what work needs to be done to improve efficiency, plan for resource needs, enhance employee engagement, reskill employees, and improve decision making

Industrialization and cost efficiencies

Create more flexible and sustainable cost structures in operations. Leveraging design and modeling, simulation, and process prototyping, enable more nimble and lower cost transformation across the operations lifecycle to keep up with the rapid rate of change in regulatory expectations, client preferences, and industry landscape changes

Contract management

Streamline client and third party contract lifecycle management processes, increase response time, and strengthen operating models through program improvement and managed-service solutions, including launching programs to comply with regulatory and industry mandates, implementing technology solutions, and building out holistic operating models

Digital control evolution

Proactively manage risk and regulatory compliance by utilizing predictive technologies, analytics, machine learning, and automation to eliminate manual controls, increase transparency, and improve the quality and depth of reporting

Technology architecture, data, and analytics strategy

Rationalize the technological environment through a cloud-based, scalable, cost-effective, and configurable approach that can accelerate regulatory compliance while streamlining the data aggregation and reporting pipeline. Evolve into a digital future with “plug and play” analytical capabilities using AWS native services, facilitating data streaming onto the cloud, validation, data transformation and extraction, and report generation

Partnering with you

Seamlessly combining our operational acumen, business knowledge, technological capability, and understanding of client needs to help you drive innovation and the future of *your* operations

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