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VALUE
TRANSFORMATION
SERVICES
an IBM subsidiary

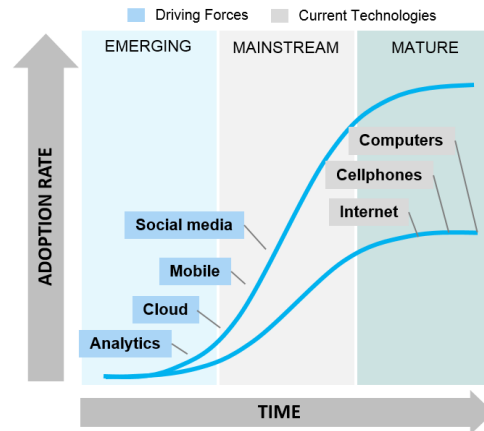
Getting ready for a very different future



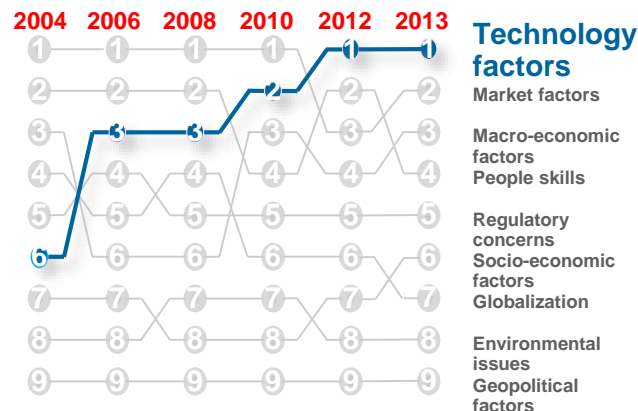
ABI Costi e Business
Roma, 23 ottobre 2014

Framing the «very different future»

We are at the beginning of a new technological lifecycle



Factors global CEOs believe will have the biggest impact on their organization



Business challenge

- New technologies are transforming consumer expectations, organizational models and competition
- Consumers are becoming empowered and organizations are becoming more consumer-centric

Inevitable Disruption

- Yet new technologies are at an early maturity; as they evolve, their combined impact will be profound
- Most organizations have not yet fathomed the full implications of new technologies

Radical future

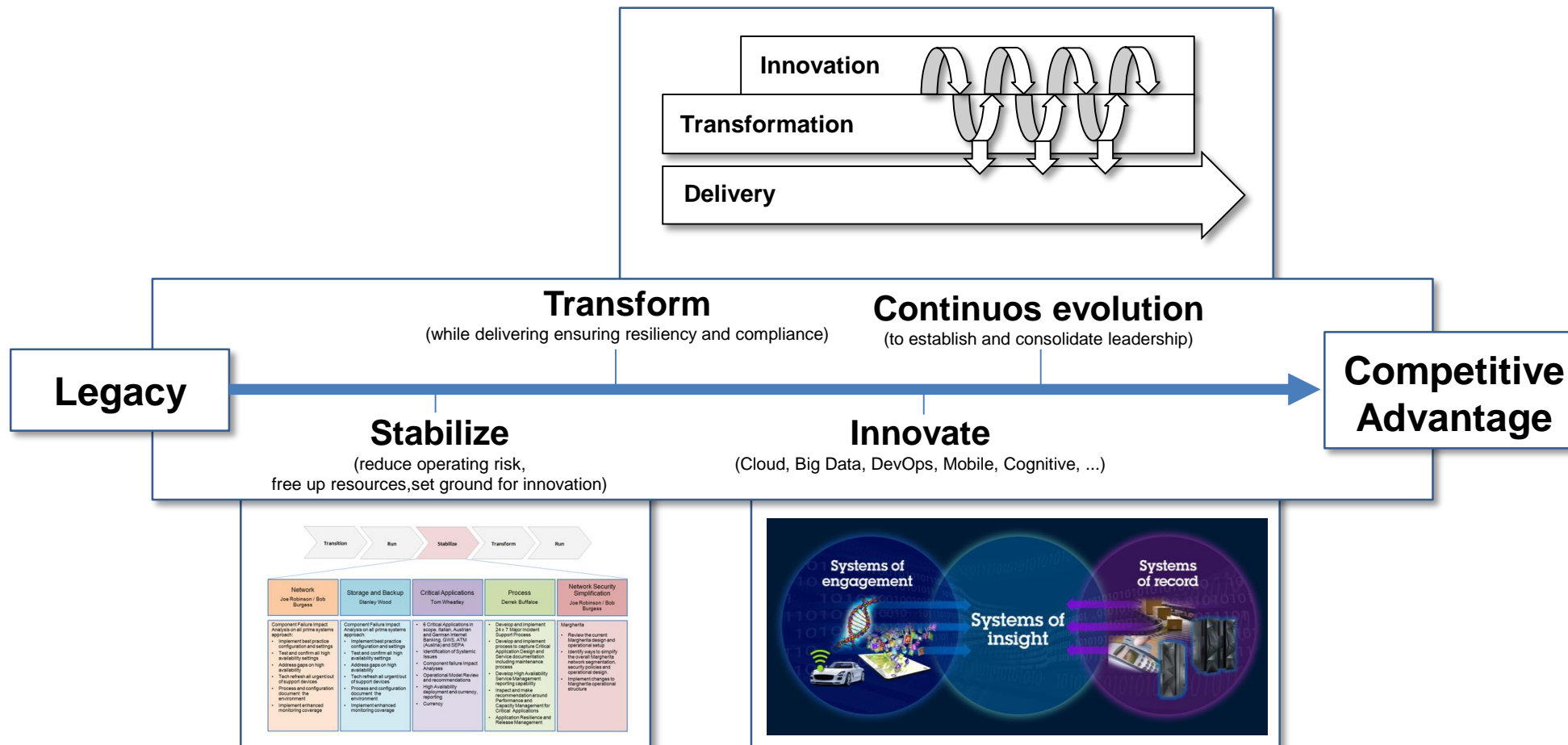
- New technologies will ultimately drive radical changes in the economy: value chains will fragment, industries will converge, and new ecosystems will emerge
- The mechanics of value creation and value allocation will inevitably change

Digital framework

- The economy will evolve from individual-centricity to an everyone-to-everyone model of engagement
- Everyone-to-everyone environments will be orchestrated, symbiotic, contextual and cognitive

Journey to get ready for a very different future

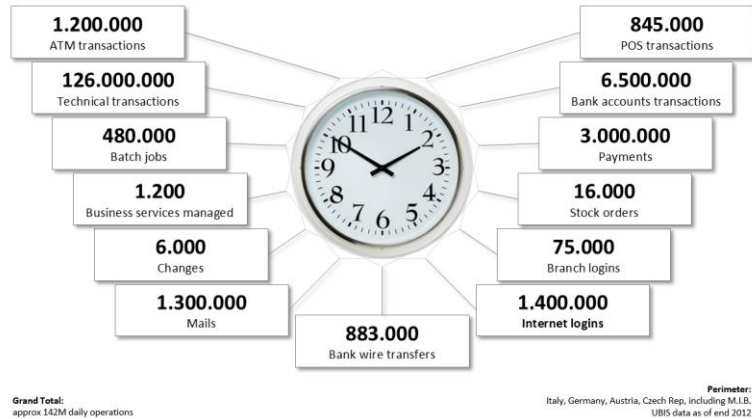
Transforming and preparing the infrastructure for the adoption of new computational and information management paradigms that will end up in delivering competitive advantages for the Bank while actively continuing to delivery superior infrastructure **resilience** and **compliance**.



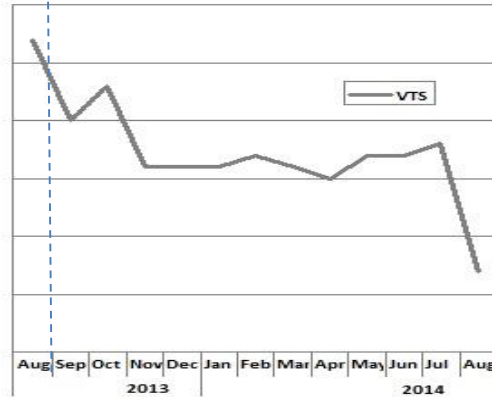
Innovation is a key attribute of the Brand Value

Resilience has become critical for the Bank

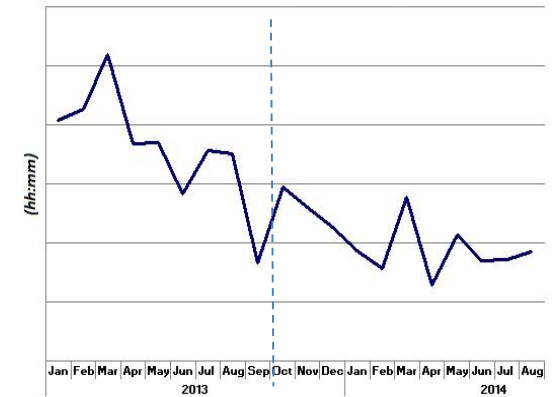
A V-TServices day supporting UniCredit



Major Incidents - Trend 2013-2014 YTD



Overall Average Time of Outages

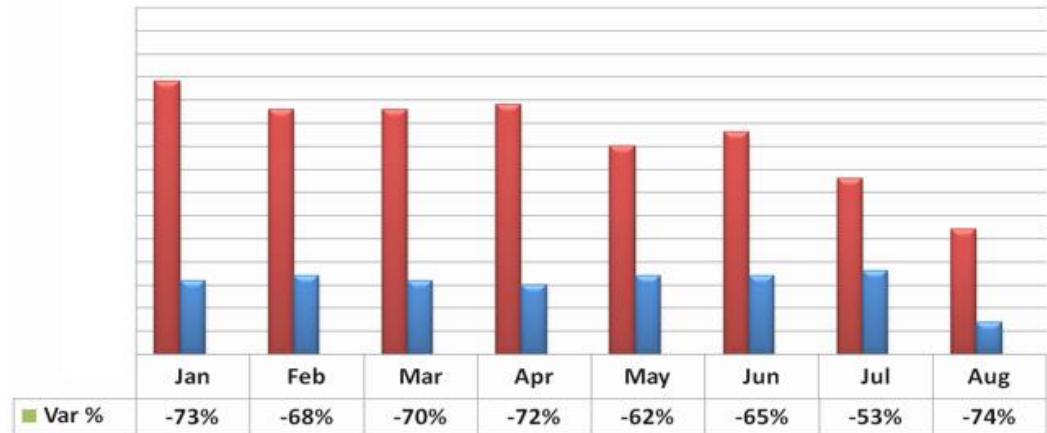


How We Improved Services

Besides the Transformation and Stability Program:

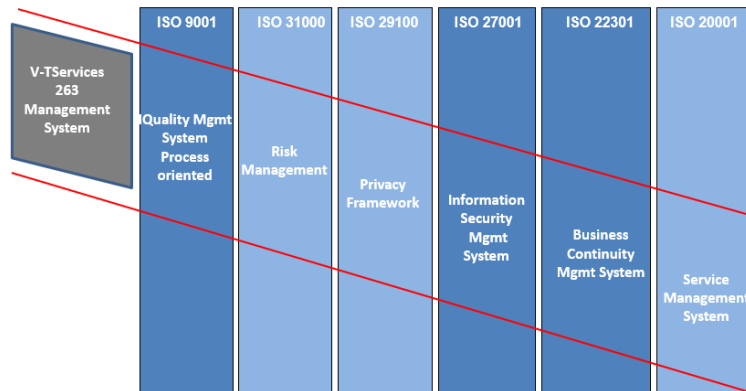
- Disciplined **management system**
- Effective problem management process to detect and permanently **remove Root Causes** to prevent that the same incident would reoccur
- **Teamwork** between different organizations

MI under V-TServices Responsibility Year to Year



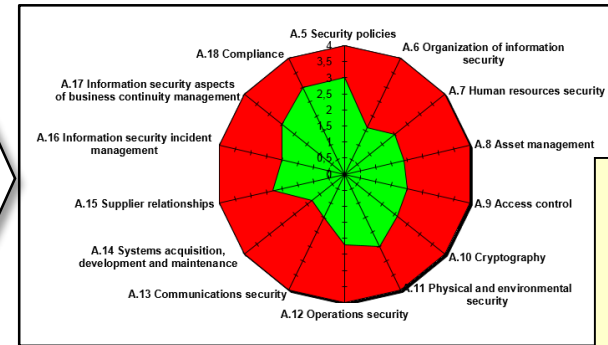
Compliance cuts across the life of the Bank

Regulation: «Circolare 263»

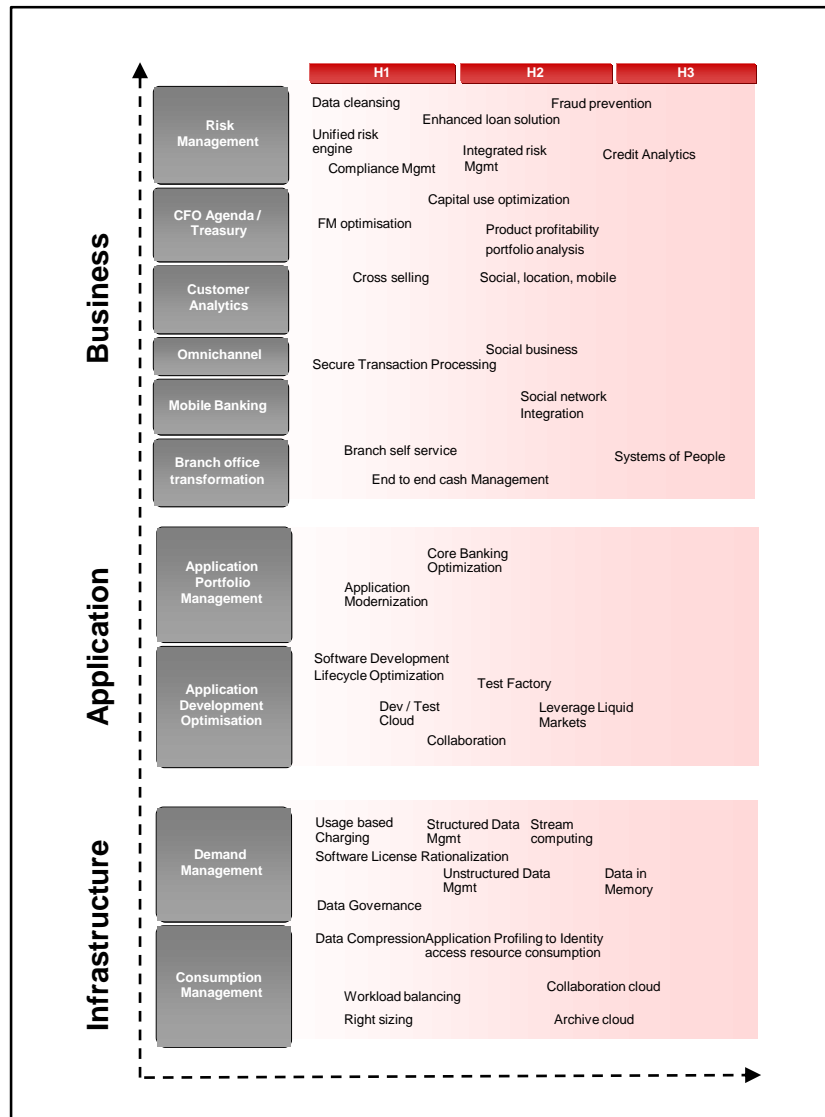


Representing in light of all given standards an **Integrated Mgmt System** based on organization, policies and processes **compliant by design with the 263 guidance**

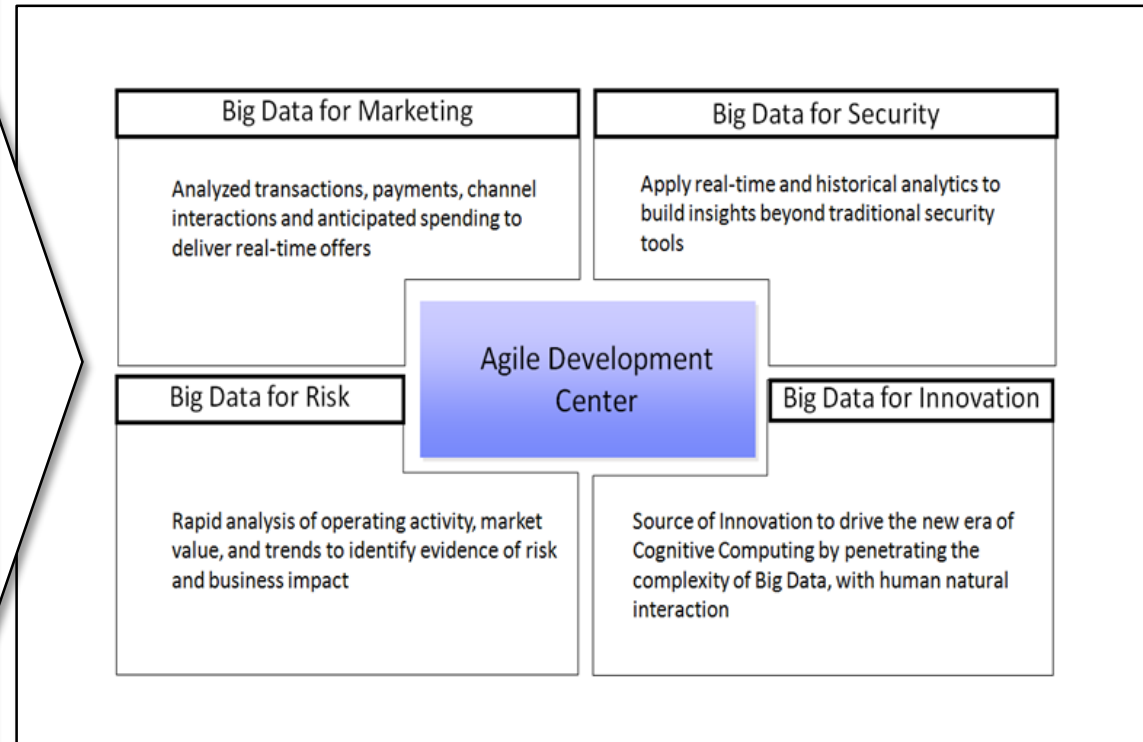
Level of «263» Infrastructure Compliancy



Innovation is a statement of direction



Year One: exploration and identification of areas of mutual interest and launch of the joint Innovation Program





COMMITMENT TO EXCELLENCE

**CONTRIBUTE TO OUR CLIENTS' BUSINESS SUCCESS THROUGH
SUPERIOR SERVICE AND INNOVATION IN DELIVERY AND TRANSFORMATION**

**BECOME MARKET LEADER IN THE BANKING SECTOR DELIVERING
VALUE AND INDUSTRY LEADERSHIP TO OUR CURRENT AND FUTURE CUSTOMERS**

End of presentation