



RBC's Service Management Transformation

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About RBC

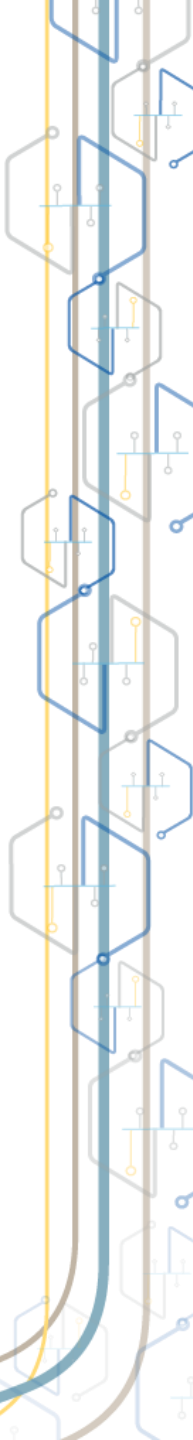
One of Canada's biggest banks, and among the largest in the world based on market capitalization



86,000+ full- and part-time employees who serve 16 million clients in Canada, the U.S. and 34 other countries

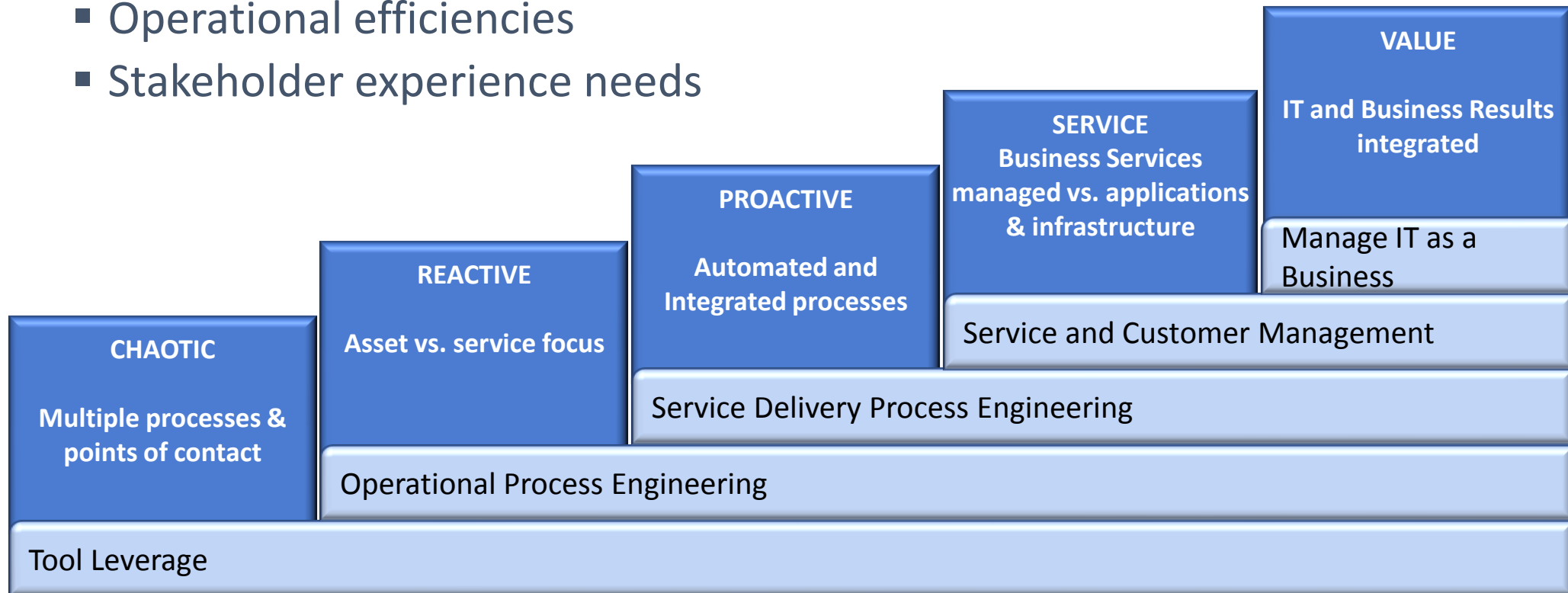
10,000+ IT employees globally
\$3B+ IT spend annually

Providing personal and commercial banking, wealth management, insurance, investor services and capital markets products and services on a global basis



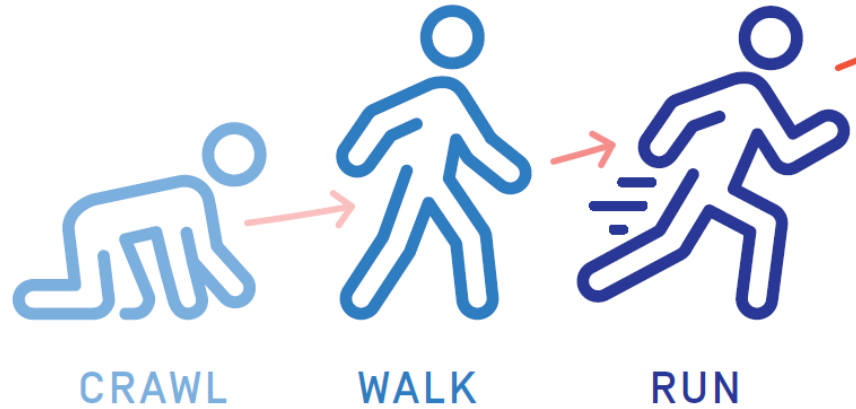
Why Transform?

- Increasing technical debt
- Increasing risk and audit requirements
- Desire for greater reporting, insights and automation
- Operational efficiencies
- Stakeholder experience needs

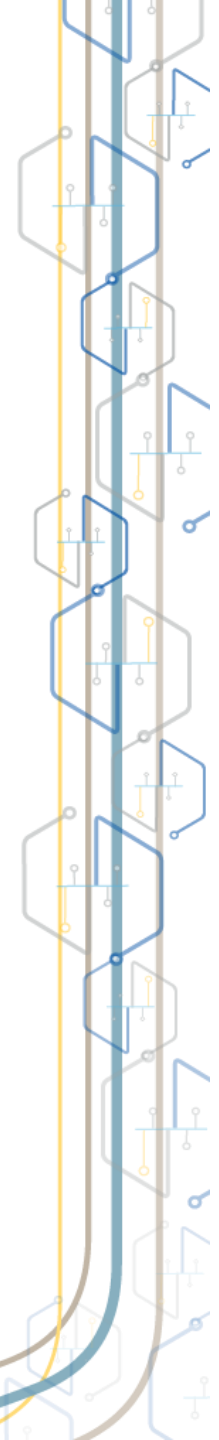
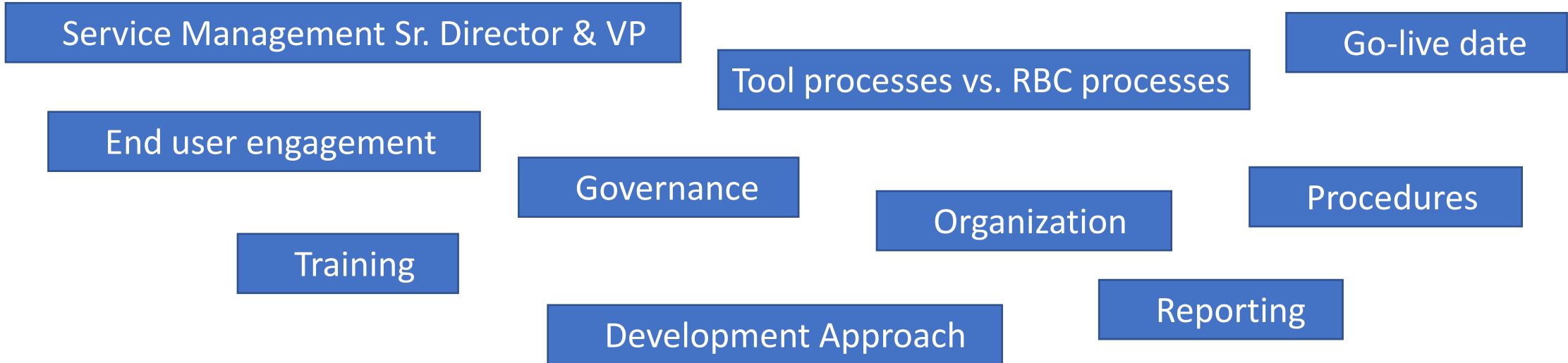


Change, Change and More Change

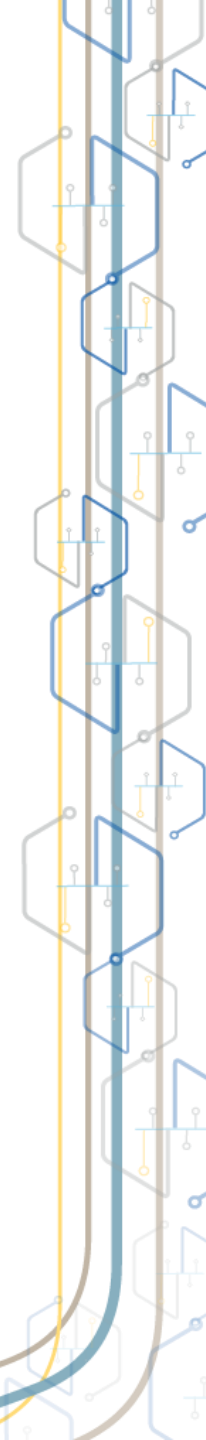
The original plan in 2017?



Multi-year, incremental



Service Management Solution – 1st year



What Next?

Application services to Business services

Artificial
Intelligence

Chat Bots



Natural
Language
Processing

Beyond IT

Automation, Automation and more Automation



Questions?

Thank you!

