

LLOYDS
BANKING
GROUP



TATA CONSULTANCY SERVICES

TCS: Pega Is Not a Destination it Is a Journey... Next Gen Transformation Story @ LBG

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PW 18



Limitless
possibilities.
Real results.

LLOYDS BANKING GROUP



Who we are ...



Our Strategic Priorities

Digitising the Group

Deploy new technologies to drive additional operational efficiencies. Drive to make **banking simpler** and **easier** for customers



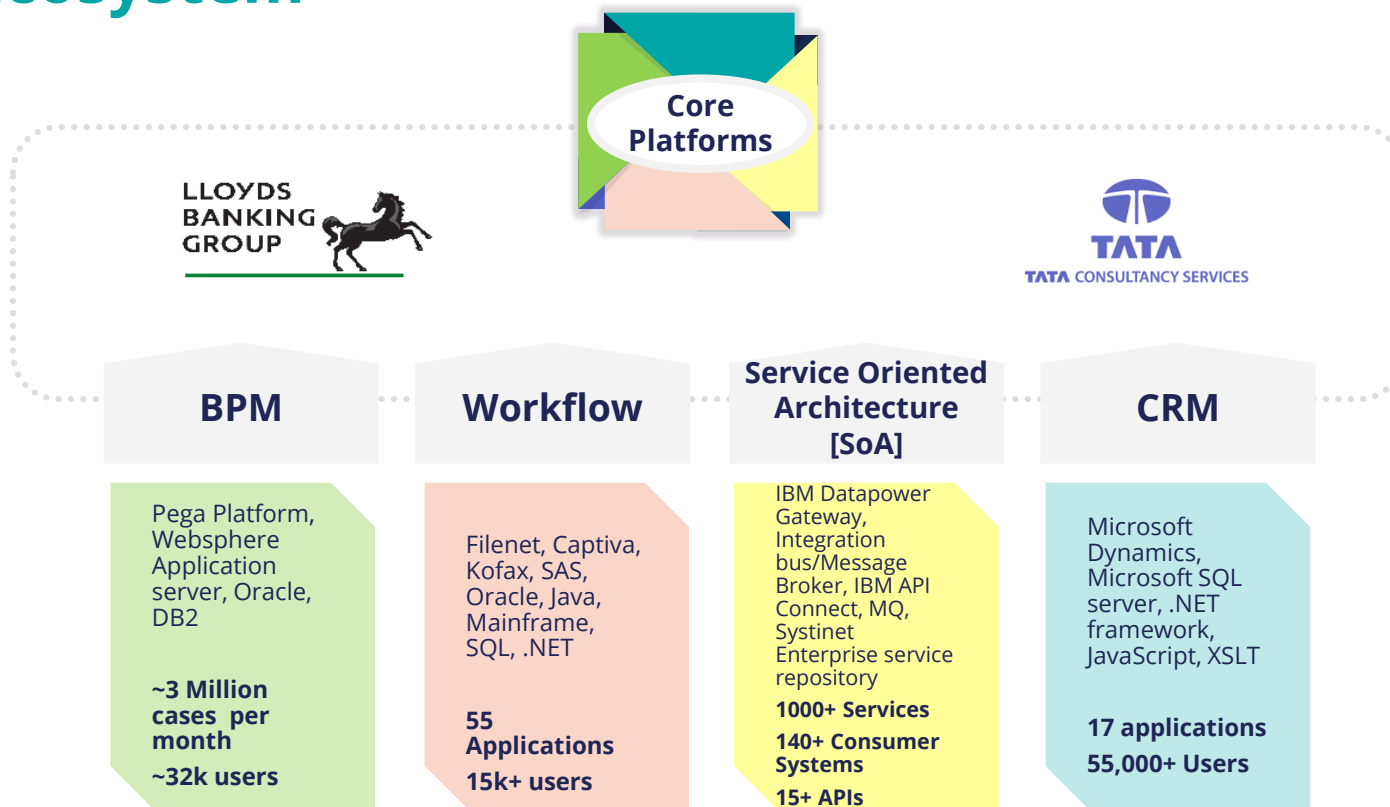
Maximize Group's Capabilities

Deepen customer relationships. Grow in **targeted segments**. Address our customers' needs as an **integrated banking and insurance provider**

Transforming our ways of working

Embrace new technology for better outcomes. Increase in colleague training and development by **50%** to 4.4 million hours per annum

Our Ecosystem



Our Values & Opportunities for Improvement



Reduce
Manual
Processing



Enhance
User
Experience



Improve
Time to
Market

Group Strategic Reviews (GSR)



Transformation



Investment of more than **£3 billion** in strategic initiatives to drive transformation into a **digitized, simple, low risk, customer focused UK financial services provider** & Pega Platform (one of key technology) has a huge potential to support bank's transformation journey in the next 3 years



Digitization



Pega Platform played a key role in **Digitization of Customer Journeys** thereby improving the colleague and customer experience to a great extent.

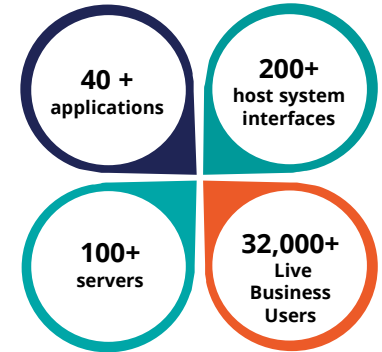
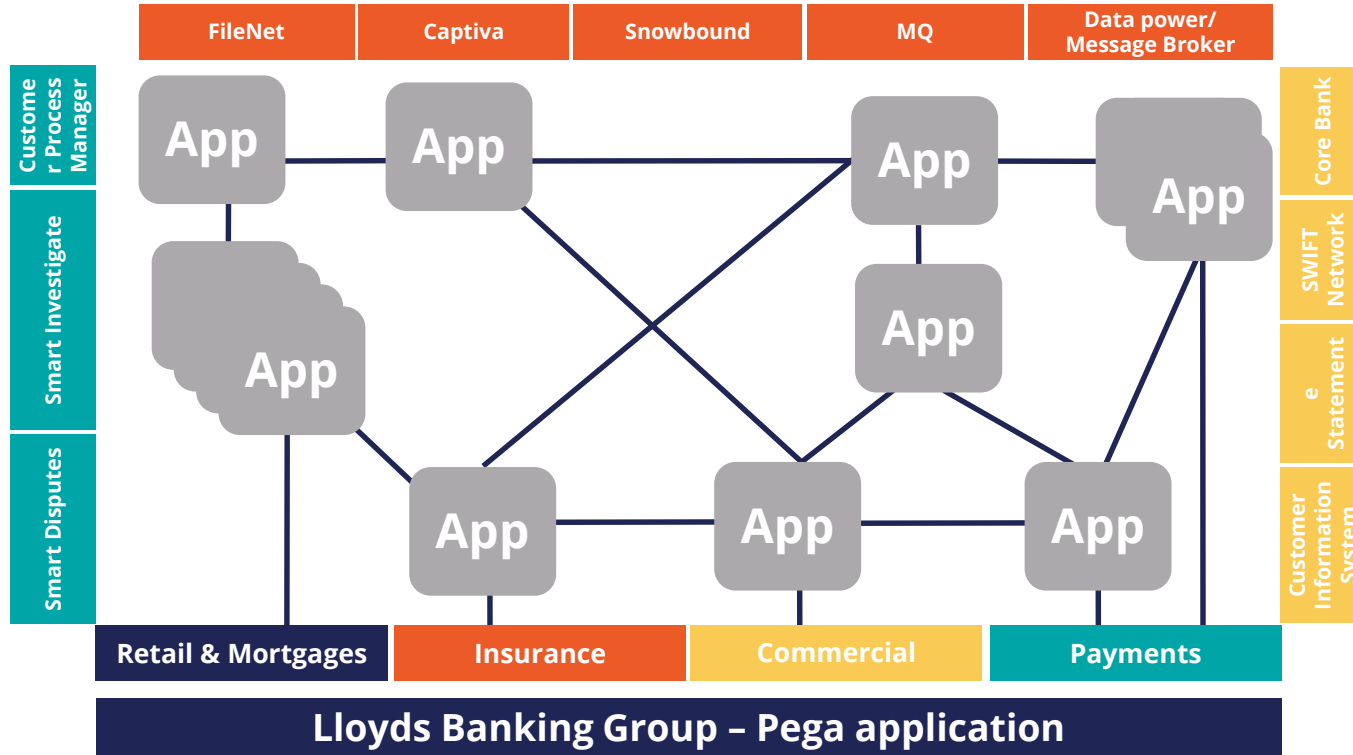


Simplification



Pega Platform has been widely used to build the workflows for manual processes

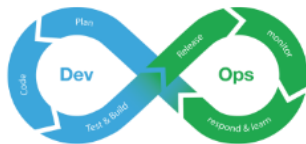
Current Estate



Future is Here – Transformation in Action

Transformation

Devops



- Continuous Integration
- Continuous Testing
- Continuous Delivery
- Reusability
- *Continuous Deployment - 2019

Robotics



- 15 Robotic Automation
- Technical application health checks undertaken

Upgrade

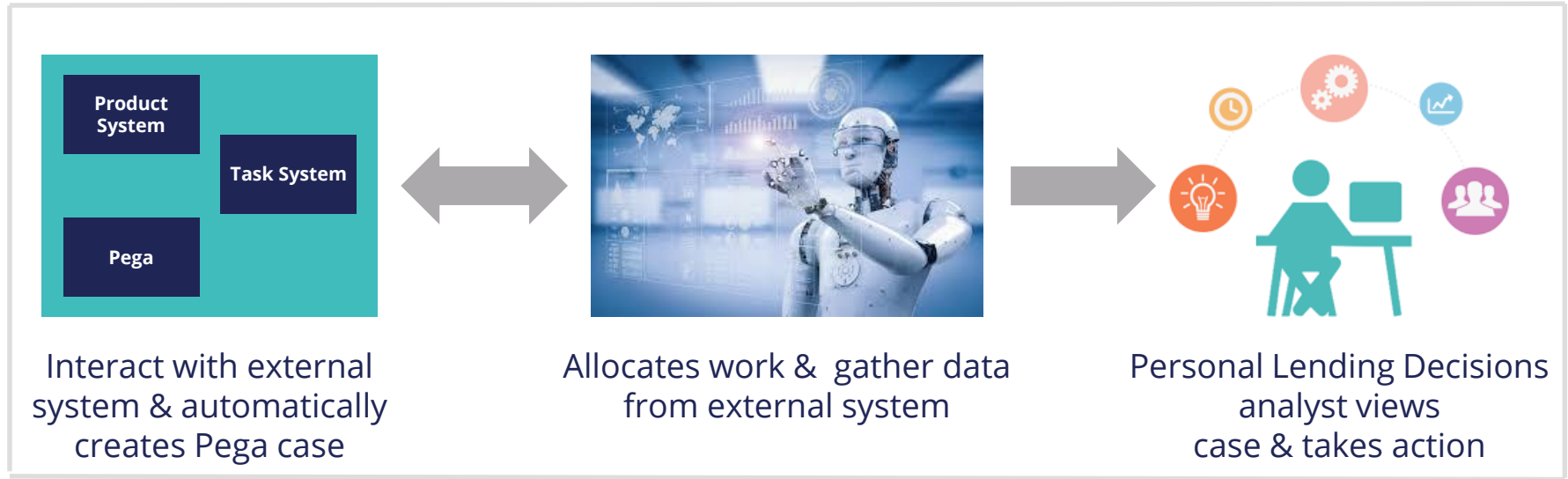
Pega 7



- Upgrade from 7.1.5 to 7.3.1
- Upgrade from 6.2 to 7.3.1 - In-progress



Proof of Concept – Robo Workflow in Action



TCS Delivery Practice

Competency Development

Leverage **Pega Academy** and **TCS iEvolve**
2000+ Courses and
90,000+ Lessons Completed

Pega Expertise
17+ years of Pega project experience



R&D, Investments

50+ Pega Tools and Accelerators
Industry Solutions
Sponsor of Pega Digital events and forums

People

2500+ consultants across globe



Innovation Labs

TCS Pega Lab in Cincinnati and Hyderabad
Dedicated focus for **Pega Next Best Action(NBA)**, **Robotics** and **Workflow Intelligence**



Services

End-to-End Pega Delivery – Consulting to ADM Relevant Delivery Models > **90% Average CSI**



TCS - First Indian company to hit the **\$100 billion** market capitalisation milestone

TCS in Lloyds Banking Group

- TCS PEGA partnership with LBG started in 2011 in a multi partner scenario
- In 2016, TCS was chosen as Single Strategic PEGA Consulting and Upgrade Partner across the Bank
- 300+ associates, 40+ business processes across all lines of business
- Delivery in Agile, Waterfall and Hybrid models
- Business aligned Delivery & Outcome based Commercial models
- Robust Resourcing Strategies – Providing all the core functions required to build, Test and support critical systems in the Group

How TCS Helped Lloyds Banking Group to Achieve Results



83% automation of regression test cases



37% effort reduction due to DevOps and Automation



7 times faster continuous deployment

Recognitions – Internal

Individual Savings Account Transfers - Change Management Awards for Delivery - 2014

Retail Business Banking Solutions - Change Delivery Award - 2015

Customer Credit and Fraud Decisions-Change Excellence Award for Agile in Action - 2017



Payments Architecture Design - Winner of Implementation Change Committee(ICC) Award - 2016

Implementation Change Committee(ICC) Recognition Team award for Outstanding Behaviours - 2017

Sabadell - TSB Migration - Winner of Shinning Stars Award - 2017

Industry Wide Recognition



"2018 Best Automation Project"

computing DevOps Excellence Awards 2018



Thank You





PEGA®

Build for Change®