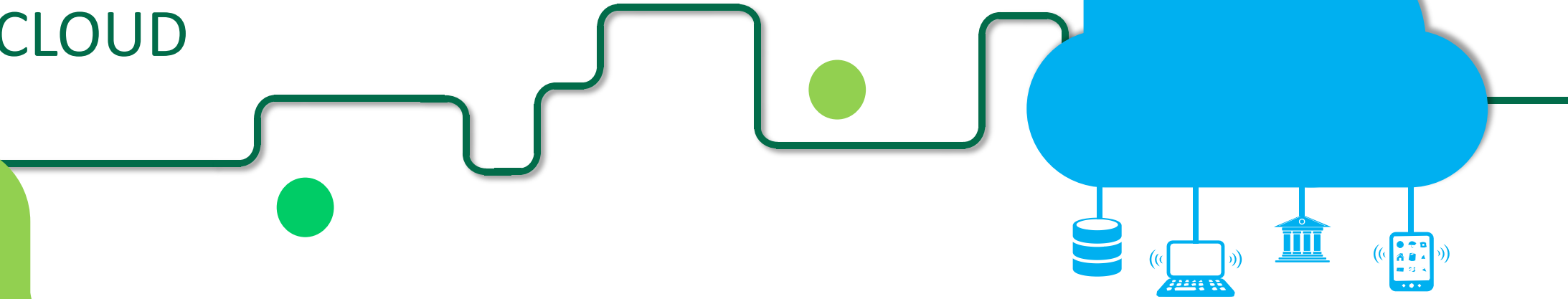




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LBG JOURNEY TO THE CLOUD



LBG situation & problems faced



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04

Transformation directorates

11

Separate instances

50

Pega applications

49

Custom built hosted on prem

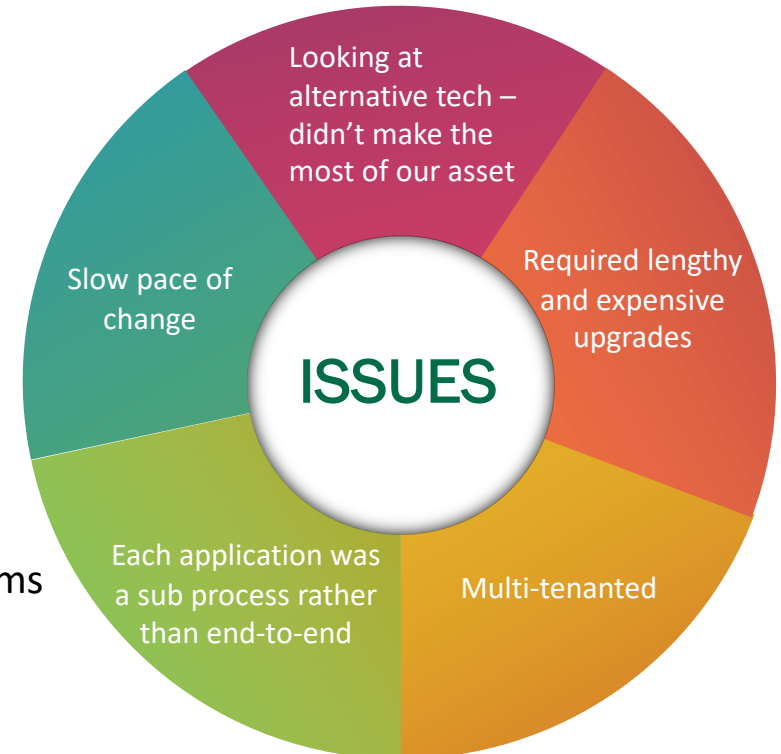
01

OOTB application on PegaCloud (Smart Disputes)

01

Single instance on v6.2; hosts 35 apps

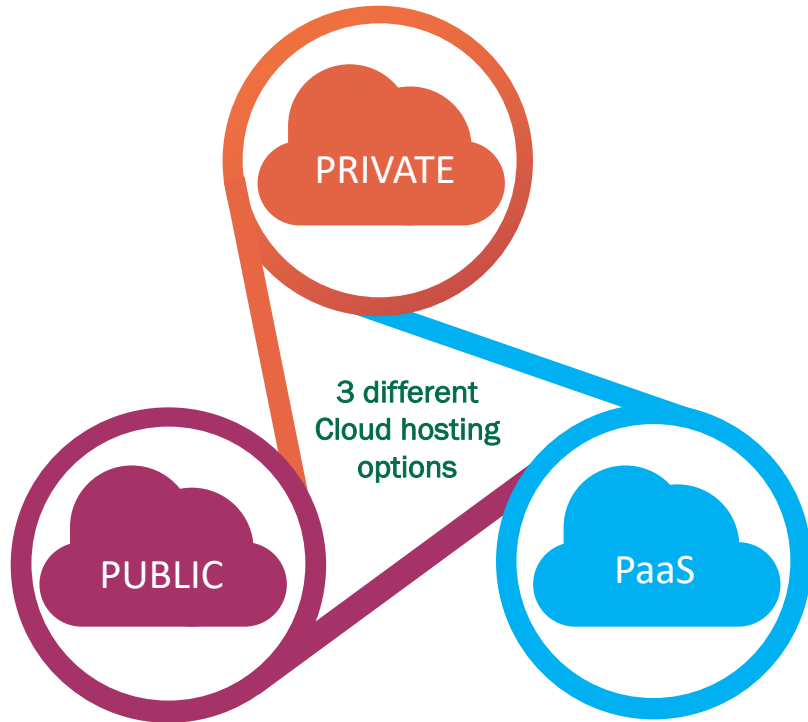
- ✓ Bank's strategy moving to Future Mode of Operating (FMO)
- ✓ Core Platforms not centrally funded, requires investment from Value Streams



How LBG set the strategy to succeed



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Each application categorised

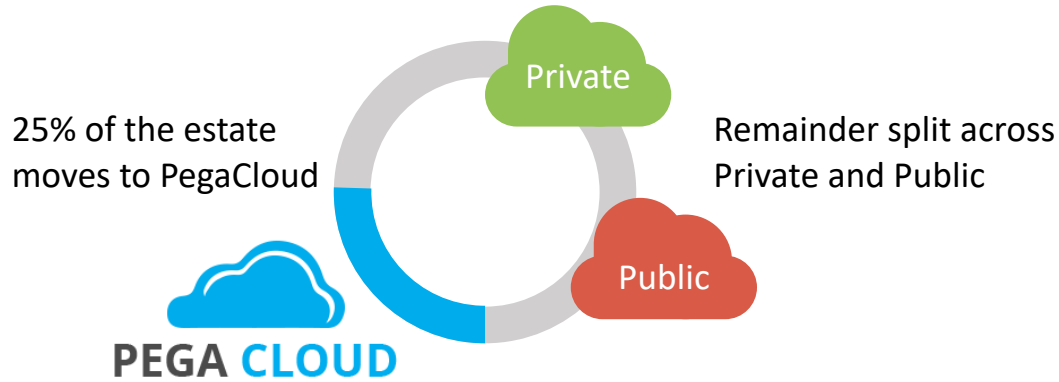


Based on the response of each category the model determined the most appropriate cloud

Progress made and Challenges overcome



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Worked closely with Pega to come up with pricing models:

- Originally 100%, reduced to 25%
- Determined number of routes to live
- Ramping over time

Architectural, cloud hosting, legal and financial governance

Business case : Example

Total Cost of Ownership

Business Value - Fraud Transformation
30 sec AHT, 500k cases/mth, connectivity with disputes, customer and colleague benefits

Secured funding from Consumer Servicing and Payments, Fraud and Financial Crime

Fraud & Dispute



Court Production Orders



Financial Sanctions Unit



Tax



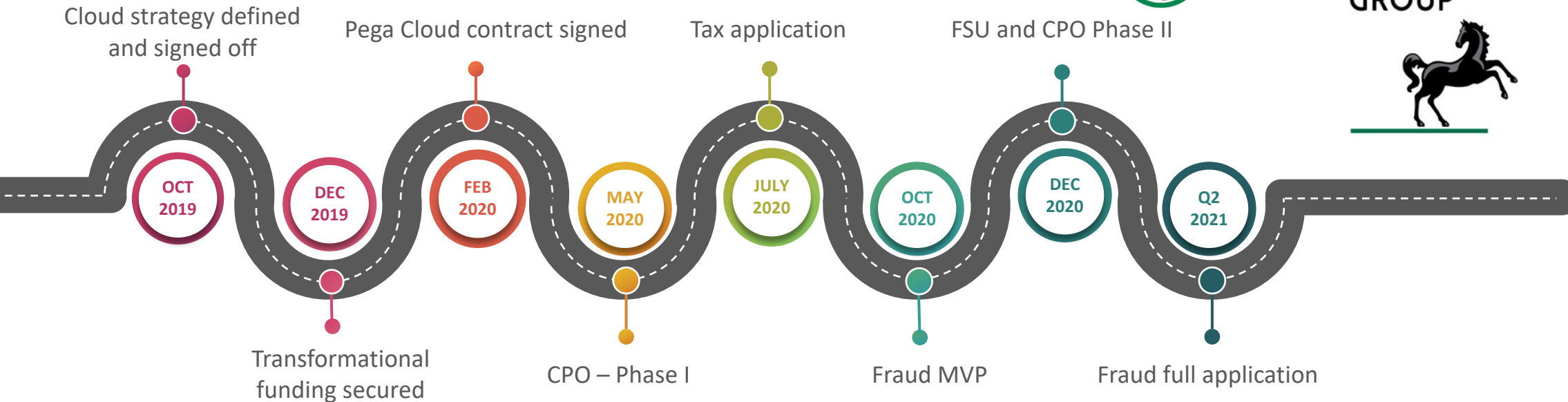
Business Value:

- ✓ Consolidate apps, simplify estate
- ✓ Use of Email Bot, RDA
- ✓ Low code development
- ✓ Evergreen estate

Next steps and future value



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COVID-19 RESPONSE

- Availability of environments
- Ability to respond quickly to customer needs

MEASURE AND RECORD DEVELOPMENT AND TESTING EFFICIENCIES

- Adjust operating model on the basis of these efficiencies
- Citizen developers
- Ability to change more quickly to support customer needs

Adjust to the new ways of working with live service