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Vision, Journey and Lessons Learned for Transforming Fraud Case Management at Barclays

Capgemini Breakout: PegaWorld 2019



The strength and reputation of the Barclays brand, serving customers and clients for over

328 years

Barclays was the first bank to deploy ATM machines in 1967 and ranks in the top 5 for service delivery

24 million





Top 10 credit card issuer by
receivables



Barclays processed £250bn in
payments in 2018



Barclays appeared in U.S. News &
World Report's list of Best Travel
Rewards Credit Cards



Operating in the UK, Germany,
the Nordics and the US



Barclays and Capgemini

Strong, Strategic and Global Partnership for 10 years with Capgemini among the Top 2 SI Partners for Barclays Group





12-15K

Card Dispute Cases per day



15K

Call centre agents based in the UK and India using Pega



20,000

Pega cases per day with 10-20% for STP with automation as a focus



Our Journey



Legacy Pega
Version 4

Pega 7 Smart
Disputes for Issuing

Visa VCR
Upgrade

Smart Disputes
Issuing Remediation

Pega 19.1
Upgrade

Automation
Enhancements

Oct
2017

Dec
2017

Apr
2018

Sep
2018

Apr
2019

2019 →



Challenges and Partnership



PEGA[®]

Build for Change[®]