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Royal Bank of Canada Launches Its Disputes Journey with an MVP in Just 90 Days!

Jonathan Gordon (RBC)
Deepak Tiwari (EY)

RBC

EY
Building a better working world

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About Us

Royal Bank of Canada (RBC) is a global financial institution with a purpose-driven, principles-led approach to delivering leading performance. Our success comes from the 97,000+ employees who leverage their imaginations and insights to bring our vision, values and strategy to life so we can help our clients thrive and communities prosper. As Canada's biggest bank and one of the largest in the world, based on market capitalization, we have a diversified business model with a focus on innovation and providing exceptional experiences to our 17 million clients in Canada, the US and 27 other countries. Learn more at rbc.com

RBC

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> An accomplished technical leader with a long history in the financial services industry. My role is to lead engineers and architects to design innovative solutions enhancing our clients servicing experience

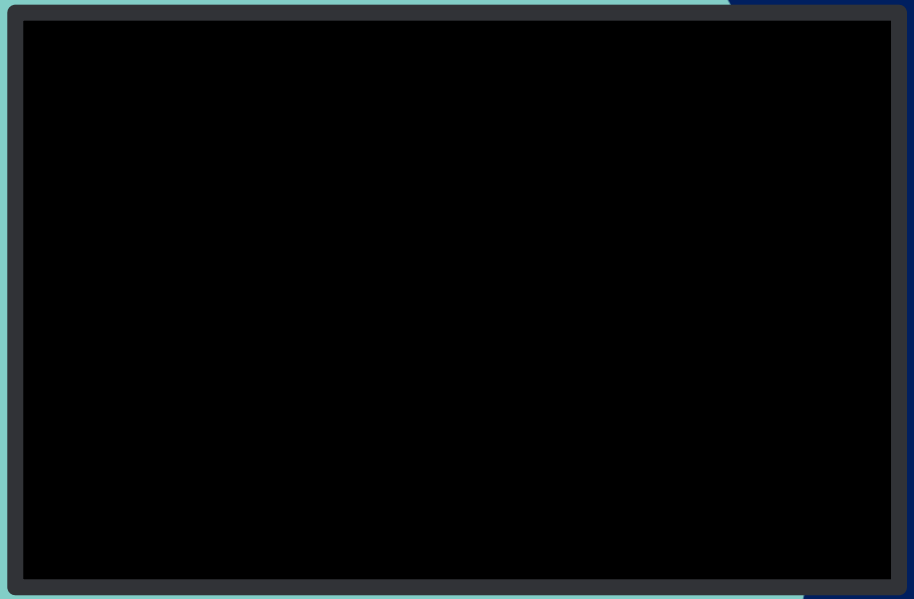
Jonathan Gordon

Director
Digital Operations
Technology

> Online activity has significantly increased after COVID-19 and so have disputes and fraud volumes. Pega Smart Dispute™ (Pega SD) remains the most successful product for accelerated disputes management

Deepak Tiwari

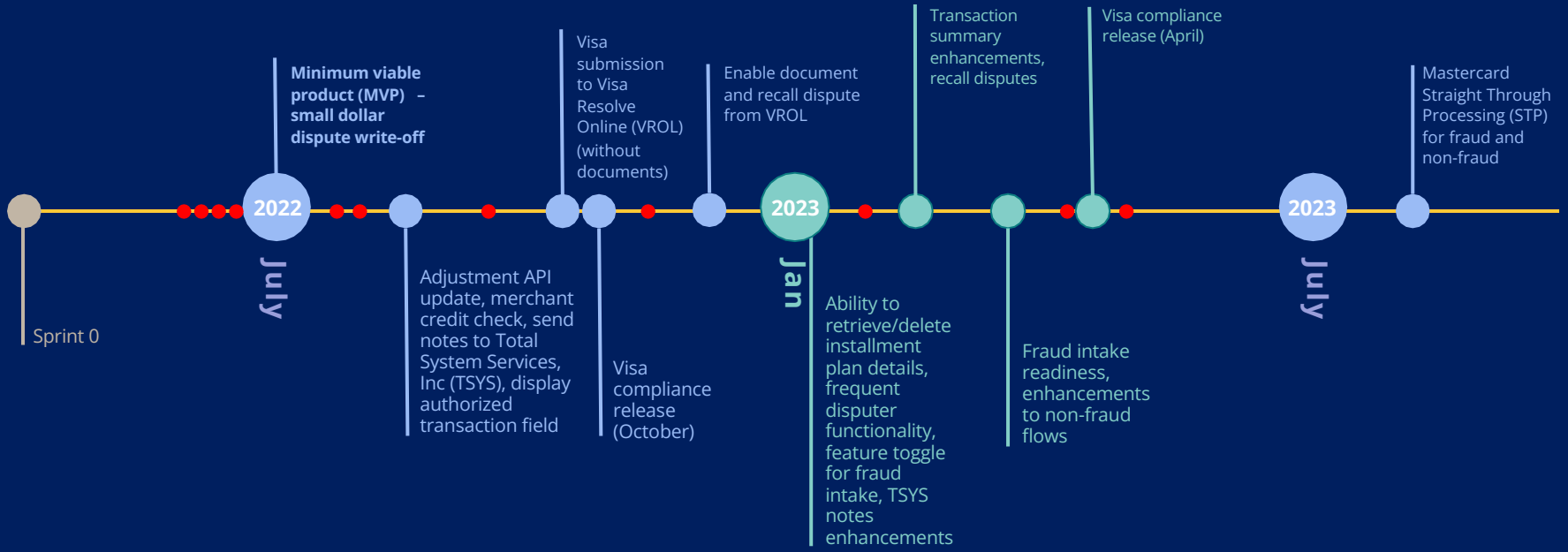
Managing Director
EY Engagement Lead
Pega Smart Dispute



Why Pega SD?

- Modernize disputes applications, tasks & processes
- Engaging, transparent & easy to learn
- Simplify & automate
- Improve client & employee experiences
- Deliver Value early and add additional value over time incrementally

Timeline



Smaller technology releases (Infrastructure, Defect Fixes & Enhancements, Patches, etc.)

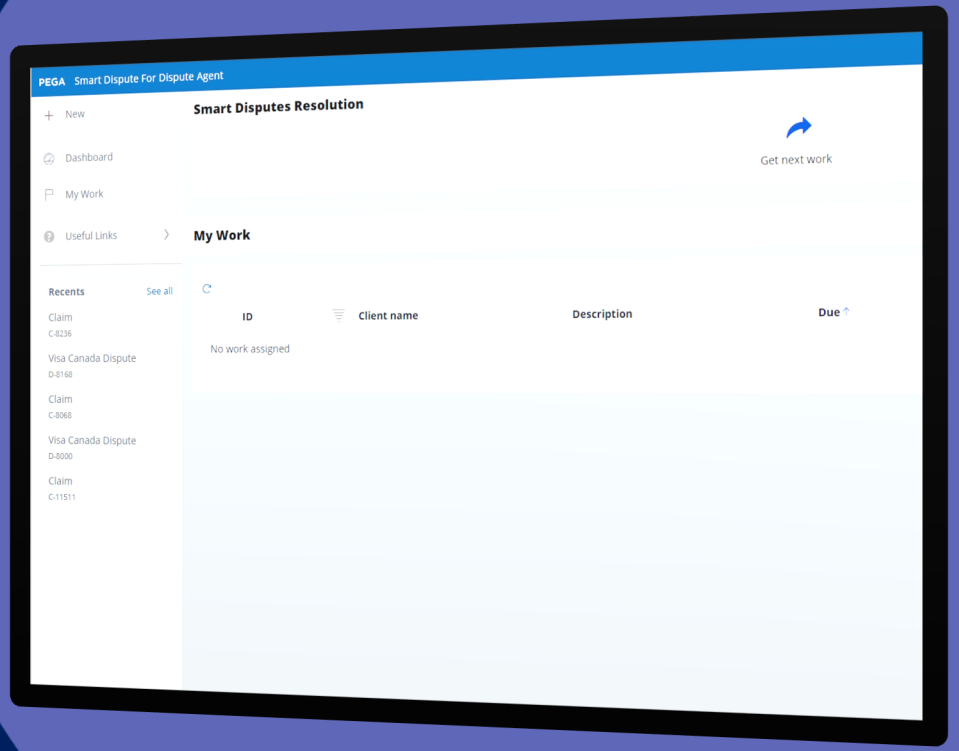
Ways of Working

- The Pega SD Team is comprised of talented employees from our lines of business, operations, RBC Technology and EY under a single E2E/F2B operating model
- Together with EY, the RBC Team executes through two multidisciplinary and agile front-to-back squads, highly coordinated under a shared vision and set of Objectives and Key Results (OKRs)
- Developed and executed a Model Office Team to enable more streamlined change management and agent adoption
- Team was empowered to make decisions within squads improving efficiency
- Lessons learned

Technology

Leveraging Pega SD and innovating development methods to help expedite the path to increased business value

- Buy vs. build: Pega SD and Camunda
- Frequent deployments
- Feature flagging
- Optimized testing strategy
- Dependency management
- Configuration vs. customization
- Lessons learned



Partnership: EY

EY brought in Pega SD talent as well as thought leadership and successful experience from other similar large-scale Pega SD implementations

- Support in budget management by managing EY fees
- Optimized team mix to reduce spend
- Inputs into business case and projected cost savings models

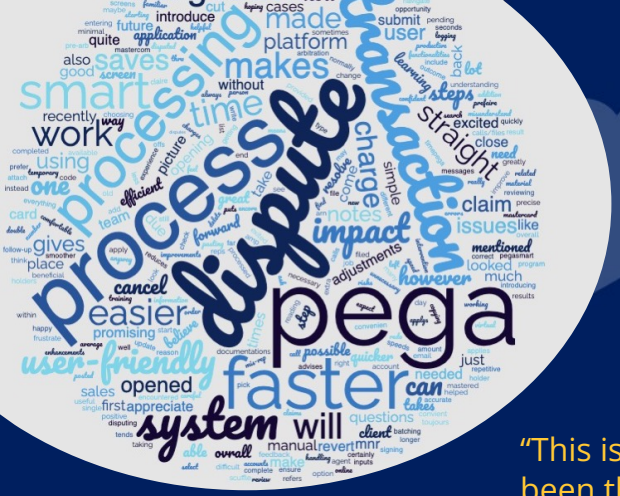
- Instantiated and mobilized governance forums at team and program levels
- Critical to ensure adherence to out of the box

- Led architecture and design of Pega Smart Disputes solution
- Adherence to RBC tech standards and guiding principles

- Global experienced EY Pega SD implementation team
- Collaborative partnership with RBC Omni and broader tech teams

- Advised RBC on release plan and overall roadmap
- Supported mobilization of model office

- Advised on industry best practices in disputes and Pega SD domain
- Gap-analysis based approach to ensure out of the box leverage



"This will save client and staff time, not waiting on phone for an hour and then being told to go to branch or vise versa. Sounds like an excellent feature, thank you!" **RBC advisor**

"It was easy to dispute a transaction in online banking. It was intuitive and I didn't have to talk to anyone!" **RBC client**

"I had a transaction on my card I didn't recognize. I was able to submit my request in just a few minutes. All transactions were removed from my card and a new card was sent to me automatically — great experience." **RBC client**

"This is absolutely FANTASTIC! I have been thinking, why can't we do this digitally?! And now we can! Great step forward!" **RBC advisor**

POLL: 95% of RBC disputes agents feel confident about the future of disputes transformation using Pega SD!

"I was able to dispute my transaction in less than 5 minutes. Awesome!" **RBC client**

"Wow, game changer! This is definitely going to be a positive impact on our clients." **RBC advisor**

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