



The Financial
Services Club
News Events Partnerships

Banks, Blunders and Lessons Learned:
Misadventures In A Data-Driven
World And How To Solve Them

Webinar

Friday 22 May 2020



A Word From Our Chairman



James Pitcher
FS Club



Recent Publications



Agenda



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- 10:30 – 10:35 Chairman's Introduction
- 10:35 – 10:40 Invest Northern Ireland
- 10:40 – 10:50 Automated Intelligence
- 10:50 – 11:00 Datactics
- 11:00 – 11:15 Questions & Answers



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Jennifer Liu

Head of Trade –
London

Invest Northern
Ireland



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Paul Hudson

Head of Customer
Success

Automated
Intelligence

The Data-Driven World

- Being a data-driven business is to have a culture that *acts* on data.
- Timely, accurate, clean, unbiased and trustworthy data is like the new...
- Moving from offensive to defensive actions with a coherent data strategy.
- Reducing blunders – no more careless mistakes?
- Where does unstructured data fit within the data strategy?

Challenges of Unstructured Data

- Unstructured data stored across multiple systems consistently remains an ungoverned arena for Banks
- Typically represents 80% of all data being stored within Banks
- Client data from Know Your Customer (KYC) and Anti-Money Laundering (AML) processes
- Contains a mixture of client correspondence, financial products and contracts
- Minimal structure, context, control, governance and poor retrievability

Bring Unstructured Data Into Focus

- Automation of a information management and governance of unstructured data to meet regulatory standards
- Implement indexing to categorise, document and catalogue unstructured data
- Discover and democratise unstructured datasets
- Identify and support the innovation of citizen data scientists
- Adopt a strategy to support continuous regulatory, economic and legal change within unstructured data.



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Kieran Seaward

Head of Sales

Datactics

Case Study 1:

Depositor Protection Compliance

Retail Bank



- Largest in region
- Keen to partner with innovative firms
- Recent appointment of Head of Data

Previous Approach:



- Failed data quality submissions
- "Big 4" consultancy involved
- Tool users cannot configure themselves

Case Study 1:

Depositor Protection Compliance

DATACTICS™

Retail Bank



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Previous Approach:



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Lessons Learned:



- ✓ Focus on end user to self-serve
- ✓ Additional use cases
- ✓ Competitive POC approach

Case Study 2:

Covid-19 DQ Issue

Wealth Manager



- Leading firm in UK
- Newly-created Data Management Office
- Data Stewardship

Previous Approach:



- Fragmented data management
- No standard tooling
- Time-consuming

Case Study 2: Covid-19 DQ Issue

DATACTICS™

Wealth Manager



- Leading firm in UK
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Previous Approach:



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Lessons Learned:



- ✓ Leveraging Best-of-Breed tech
- ✓ Complement internal structures & processes
- ✓ Self-Service

Questions, Comments & Answer(s)?



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Thank You

Forthcoming Webinars

26 May 2020 (10:30) [Insuring The Next Pandemic](#)

27 May 2020 (14:30) [Leadership In Financial & Technical Firms In A Time Of Covid-19](#)

28 May 2020 (12:00) [Contact Tracing – A Solution? A Privacy & GDPR Nightmare? A Technical Bridge Too Far?](#)

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