Data Usage

ECB Operations Managers Group

17th March 2022
How did we start?

• We started with a vision; “Technology and data are inseparable parts of post-trade, we want to utilize innovative developments and data available – in order to pinpoint issues and monitor performance, automate repetitive task, increase scalability and create focus on exception handling”

• Right people and competences

• Data mining – what data is available

• Cleaning data – is it the right data and consistent

• Make data easily accessible to all – powerBI
# Stepwise implementation

<table>
<thead>
<tr>
<th>Crawl</th>
<th>Walk</th>
<th>Run</th>
<th>Fly</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No formal reporting</td>
<td>• Data not linked to results</td>
<td>• Multiple data sources</td>
<td>• Organizational KPIs or results</td>
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<tr>
<td>• Inconsistent data collection</td>
<td>• Results rarely used for improvement</td>
<td>• Discussed in staff meetings</td>
<td>• Organizational dashboards</td>
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<tr>
<td>• Passion-driven decisions</td>
<td>• Data results not shared between departments</td>
<td>• Used for planning and decisions</td>
<td>• Data shared across departments</td>
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<tr>
<td>• Lack in systems</td>
<td></td>
<td>• System and structure for data collection</td>
<td>• Formal process for analysing, discussing, and applying results</td>
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<td></td>
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<td>• Data visualization</td>
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What do we use data for?

1. Improve people’s lives
   • Measure and act

2. Make informed decisions
   • Good data provides indisputable evidence

3. Find solutions to problems
   • Data allows us to more effectively determine the cause of problems

4. Get the results you want
   • Data allows us to measure and determine if a solution is effective or not

5. Keep track
   • Easy to establish baselines and keep track of goals
Case: Data Dashboard

- Overview and Transparency
- Analyse and Optimise
- Stakeholder Management
- Input to Front Office
Case: Development ROI

1. Use data to prioritize developments
2. Measure before/after implementation
3. Data wins argument

Used data to calculate new tolerance
Rising volume led to new development
What's next?

- More *use* of data in Operations
- Diversified workforce – new profiles
- Machine Learning / AI / Blockchain
- Predict issues before they happen
- Experiment more to innovate
Nordea Asset Management

at a glance

The largest asset manager in the Nordics with growing European presence and business

- The largest Nordic Retail fund provider, with a 16% market share
- Servicing ~500 Nordic & International Institutional clients
- Growing 3rd party fund distribution franchise servicing ~300 international fund distributors

Dedicated to active management

- Our production strategy is based on core products managed by internal independent investment boutiques supplemented by complementary offerings from carefully selected external managers on an exclusive basis
- AuM of €292bn as of end Q4 2021
- ~875 FTE’s including ~230 Investment specialists
Thank you!

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