

Agility & Growth

Get ready to settle the future

A digital transformation journey

In 2018 Monte Titoli launched its client focused Agility & Growth programme, a 3 year plan to improve its customer experience and deliver process excellence.

Recognizing that technology such as AI, Robotics Process Automation and Data Analytics has raised the bar in terms of customer expectation, Monte Titoli began a journey to leverage these new technologies to meet the needs of existing and new clients and grasp the opportunities for growth.

The Agility & Growth programme is based on two strategic pillars:

Increasing operational efficiency

Creating an Agile operating model that fosters growth. Rebuild a robust, riskless and volume insensitive process to increase efficiency and support new developments with competitive times to market.

Accelerate business development and international expansion

Implement a digital business model, data management and analytics to increase business intelligence to identify market trends and better understand participants behavior and offer clients new services.

AGILITY & GROWTH 2020

CORE PILLARS

Process Excellence

Exceptional
Client Experience

ENABLING PILLARS

Digital Transformation

Enabling Technology
Innovation

Two pillars – the first to create simpler, better process; the second to improve the client experience.

What is Process Excellence

To deliver Process Excellence and offer our clients a flexible and riskless environment Monte Titoli is improving and re-thinking its end-to-end core processes. Through technologically advanced solutions such as Robotic Process Automation (RPA) and by leveraging the Lean Six Sigma (LSS) methodology we are bringing our existing operating model to the next level. Monte Titoli aims to reduce costs, enhance client experience and simplify interactions.

Robotic Process Automation (RPA) is the practice of automating routine business procedures, with software robots that perform tasks automatically so as to reduce operational activities, mitigate risks and enrich the customer experience

Automation allows to free up the workforce, redesign roles and re-skill resources, moving them from performing manual and repetitive tasks to focusing on adding value to services that support customers and business growth.

Lean Six Sigma Methodology identifies the areas of intervention by defining a timeline of execution, the resources involved and the objectives in terms of achieved efficiency and reduced risk. The LSS approach helps explode each process and restructure it, if needed, by adding the most suitable technological tool.



How can Data create value

Enormous diversity in the data being generated means that organizing and analyzing this data is extremely challenging. Monte Titoli has started implementing its Business Data Analytics Solution to transform the massive amount of data in an agile self service data factory that allows us to unlock information for forecast activities and business intelligence.

With the **Data Lake Architecture**, a central repository for data, we can collect, store, catalogue and search for any type of structured and unstructured data in a trusted and secure manner. The tool easily allows us to implement the production of new dashboards and ad hoc analytics.

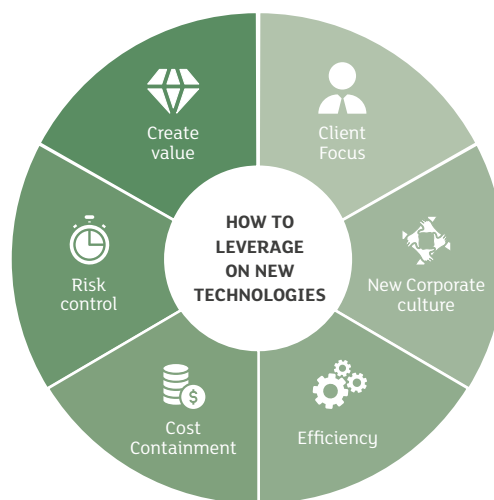
Data-centric business solutions

1. Operational: Advanced reporting – Manage data analytics to facilitate data comprehension
2. Customer Experience: Predictive analysis – analyze data in order to monitor customer behavior and generate new services/products to foresee and satisfy customer needs
3. Decision Making Process: Prescriptive analysis – leverage data and massive process elaboration to forecast future trends and identify strategic solutions to drive decisions.

Monte Titoli put a great deal of effort in defining its **data strategy backbone**; setting up its data governance and procedures, identifying goals, selecting the proper tools and ensuring that the right resources are fully on board.

How is Monte Titoli facing the technological transformation

The new environment and the challenges CSDs are facing have created new ways for clients to differentiate between them. The use of new technology is instrumental in leading and executing transformation in the CSD industry. With Agility & Growth, Monte Titoli has adopted a holistic approach to technology, instilling alongside it a new agile and customer centric corporate culture, charting a journey to support the business model and increase client satisfaction.



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