

TECHNOLOGY AWARDS 2007

JUDGING PANEL

CHAIRMAN OF THE JUDGES –

Chris Skinner

chair, the Financial Services Club;

Parveen Bansal

senior researcher, Financial Insights;

PJ Di Giammarino

chief executive, JWG-IT Ltd;

Clive Hawkins

European head of equities technology, UBS;

Tim Jones

non-executive director, Capital One Bank (Europe);

Jamie Martin

head of payments, National Australia Group;

Pekka Jarvinen

head of research, Nordea;

Sherrie Rad

strategy project manager, business operations, HSBC;

Eric Sepkes

vice-president, global transaction services, Citibank;

Clive Winchup

divisional CIO, UKRB, Lloyds TSB



RETAIL BANKING PROJECT AWARDS

CUSTOMER EXPERIENCE PROJECT

Winner:

ABN AMRO Real with a range of projects

ABN AMRO Real engaged in a range of projects to improve customer experience through 2006, from reducing queuing in branches and using mobile technologies to providing online video service channels, mobile banking services and automated call answering services to improve the customer contact with Avaya. The results included a 17% improvement in customer waiting times in branches and a 15% improvement in answered calls per day. The combination of the projects that focused on improving the customer experience demonstrated a real customer focus that the judges appreciated.

Commended: Scotiabank and Avaya with re-engineered operations. In 2006, Scotiabank worked with Avaya to re-engineer its commercial banking operations from a decentralised operation across all branches with localised relationship managers and support staff, to six business centres. The results were not only an improvement in service but also an estimated \$28.5m cost saving over five years.