



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

Crawl

- No formal reporting
- Inconsistent data collection
- Passion-driven decisions
- Lack in systems

Walk

- Data not linked to results
- Results rarely used for improvement
- Data results not shared between departments

Run

- Multiple data sources
- Discussed in staff meetings
- Used for planning and decisions
- System and structure for data collection

Fly

- Organizational KPIs or results
- Organizational dashboards
- Data shared across departments
- Formal process for analysing, discussing, and applying results
- Data visualization



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

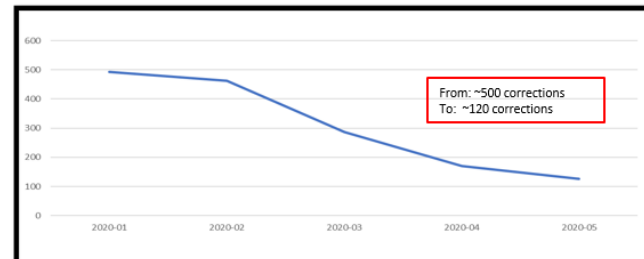




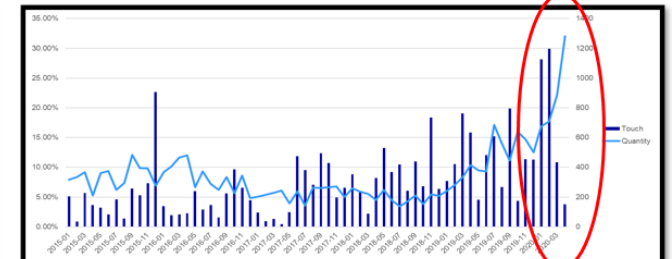
Case: Development ROI

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

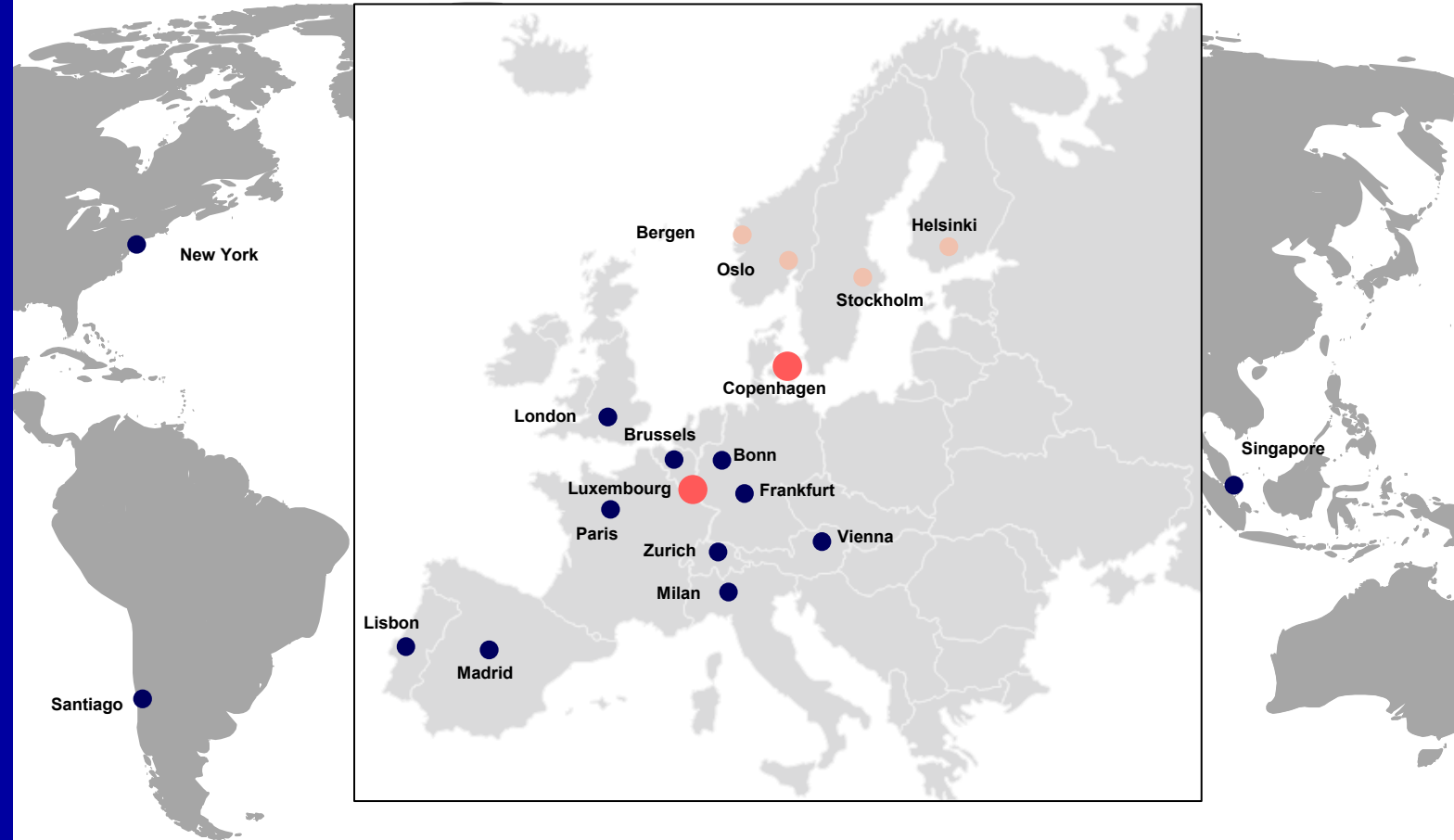
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- ~875 FTE's including ~230 Investment specialists

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● Hubs ● Distribution presence ● Distribution, Portfolio Management & Operations

Thank you!

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