




## Main It Projects in 2018 in Retail and Corporate Business

VTB Group Target Vision	Retail business	Corporate business
	Rapid development of remote channels and product improvement	Improving tools for remote service and introducing new solutions
	<p><b>Profitable Bank</b></p> <ul style="list-style-type: none"> <li>• Sales of a new product called the Universal Card got under way.</li> <li>• Privilege-Multicard package created</li> <li>• Finconsulting product created for "Prime" customers.</li> <li>• New package for insurance products developed ("Personal Lawyer").</li> <li>• Salary projects were launched, as were special products related to the "Detsky Mir" and "Public-sector employees" segments.</li> <li>• A unified system for fraud prevention and monitoring of suspicious transactions is being created.</li> <li>• New products launched for various target audiences: Escrow (for clients who have taken out a mortgage), MIR accounts, large-scale repayment holidays implemented.</li> <li>• Individuals' deposits from ABS M-Bank were migrated to the target systems of the former VTB24 as part of the planned consolidation of retail business products.</li> </ul>	<ul style="list-style-type: none"> <li>• General Agreement registered; guarantees within the Agreement implemented (in essence, framework guarantees were implemented similar to lines of credit).</li> <li>• A unified information platform called the Corporate Business Portal created.</li> </ul>
	<p><b>Long-term client relations</b></p> <ul style="list-style-type: none"> <li>• Recipients of budget funds transferred to MIR cards.</li> <li>• Real-time data uploading into a CRM system implemented to generate personal offers for customers in real time.</li> <li>• Display case created that includes all information about a client's bonus account, including information about future bonuses and about the movement and amount of bonuses in the context of each operation.</li> <li>• Service implemented that verifies Sim card changes (IMSI).</li> <li>• Process for providing non-standardised online documents automated.</li> <li>• The functionality of VTB Front was expanded: completion of cashier transactions involving former Bank of Moscow accounts; a service for law enforcement agencies; ensuring that the Bank can work with MIR card accounts.</li> <li>• New mortgage products created: pre-approved mortgages, refinancing of housing under construction, children's mortgages.</li> <li>• Automobile loan product launched.</li> <li>• Transfers linked to mobile phone numbers launched for clients of third-party banks with no commission when making transactions worth more than RUB 5,000 per month.</li> </ul>	<ul style="list-style-type: none"> <li>• Process of submitting loan applications through former VTB24 systems improved: it now takes 25 minutes instead of 60.</li> <li>• New business card product with a ATM collection function developed.</li> <li>• ContactEvent, a tool for registering and monitoring activities with clients, is being implemented.</li> <li>• A task assignment/reminder tool was created.</li> <li>• A new technology called Export Manager was developed, expanding the possibilities of the Business Connect e-commerce platform in terms of online integration with eBay, Amazon, AliExpress and Alibaba.</li> <li>• Sales Manager module developed, expanding the capabilities of the existing Business Connect platform in terms of integration with ERP systems and the possibility of automating the process of completing corporate orders.</li> <li>• Bank's access to the online tax monitoring system improved.</li> </ul>

	Retail business	Corporate business
<b>VTB Group Target Vision</b>	<b>Rapid development of remote channels and product improvement</b>	<b>Improving tools for remote service and introducing new solutions</b>
 <p><b>Integrated group</b></p>	<ul style="list-style-type: none"> <li>Partnership channel launched for mortgage lending, the purpose of which is to improve interaction between the Bank and partner companies, such as developers and realtors.</li> <li>Merger of VTB and VTB24 completed.</li> <li>Sales of investment products through VTB Front launched.</li> <li>Paperless office technology launched (taking into account the requirements of the unified Bank).</li> <li>Functionality added to connect new external and internal data sources to the Bank's Retail Loan Pipeline: Yandex, Mail.ru, RTO (real-time offering).</li> <li>Functionality added to send online mini-questionnaires and documents from partners' CRM systems and the Bank's website.</li> </ul>	<ul style="list-style-type: none"> <li>Extended Business Day functionality launched for the former VTB24 systems for Corporate-Investment and MSB clients.</li> <li>Process to prepare electronic client and product dossiers on legal entities and individual entrepreneurs carried out</li> <li>Advanced data analysis toolkit made available.</li> </ul>
 <p><b>High-tech bank</b></p>	<ul style="list-style-type: none"> <li>Pilot project called Robot Collector (first call to debtors) completed.</li> <li>Project to implement a unified biometric platform launched. Collection of biometric data at points of sale.</li> <li>Unified VTB Front interface introduced at all points of sale.</li> <li>Transition to individualised scoring for individuals (assessment of the borrower's solvency on the basis of data from their credit history).</li> <li>Pilot project launched on unified cards for residents of Saint-Petersburg.</li> <li>Service launched for opening brokerage accounts and/or individual investment accounts.</li> <li>Corporate knowledge management system called Business Wikipedia introduced for the front line of the Retail business line (named Project of the Year 2018 in a competition for IT directors).</li> <li>Client product profile added, making it possible to obtain information about client service at the Bank.</li> </ul>	<ul style="list-style-type: none"> <li>Automatic typification for the documents that are scanned at points of sale added.</li> <li>Functionality added to enable the use of previously submitted documents.</li> <li>System for managing the quality of client data is being implemented: creating a client profile according to a single requisite based on records from the Unified State Register of Legal Entities/Unified State Register of Individual Entrepreneurs as part of the process of optimising the reservation and opening of accounts.</li> <li>Operation of the remote banking service system for corporate clients accelerated.</li> </ul>

**IT achievements in retail business in 2018**

- VTB was the winner in the **Breakthrough of the Year** category at the Retail Finance Awards for achievements in the finance business in Russia
- 14 days → online: **automating the issuance of non-standardised documents**
- Business Wikipedia: knowledge management system for the front line of the Retail Business global business line, **winner of Project of the Year 2018** (Global CIO competition)

**IT achievements in corporate business in 2018**

- ▼ reduction from 60 **to 25 minutes** in the time needed to submit a loan application in former VTB24 systems
- ▼ **12 times** the time needed to update records for all of the Bank's corporate customers
- ▲ from 13 to **23 thousand** increase in the number of payroll clients

**My Investments** application was the **winner of a Retail Finance Award**

## Key Technological Projects Implemented by VTB Group in 2018

**The work of the Supervisory Council was digitised.** This has enabled the Bank to optimise the processes involved in preparing and holding meetings of the Supervisory Council by creating a unified communication space in accordance with all security requirements.

**The IT infrastructure from the former Bank of Moscow's automated banking system (ABS) was migrated into VTB's private cloud platform.** The migration has resulted in a reduction of RUB 10 million in operating costs per month due to no longer having to provide technical support for obsolete equipment. In addition, the time needed to carry out the most important background processes was reduced by three times, as was the operational window for backing up data. Annual savings will amount to RUB 120 million.

**Next-generation remote banking service platform.** Advanced containerisation and traffic management technologies were used for its design, thus increasing the availability and fault tolerance of systems. The distributed capacity of the Bank's private cloud is used as the basic technological infrastructure.

**VDI (virtual desktop infrastructure) technology was implemented, and 14 thousand employees were transferred to virtual work stations.** This is part of a large-scale programme to centralise and improve the quality of IT services and provide a common IT platform as part of the integration of former VTB BM and VTB24 structures with VTB.

**Corporate Business Portal unified information platform.** This project introduces tools for cross-functional interaction among employees and a work platform for the Bank's corporate business call centre, and it also involves the use of intelligent information processing algorithms.

**Advanced data analysis toolkit.** This will help specialists from the Big Data and Modelling Centre, the Retail Credit Risk Department and the Retail CRM and Sales Department. The service will improve the accuracy of forecasts and analytics through the use of a new class of models based on neural networks.

## VTB Foresight Projects

Work on the Bank's digital transformation is being carried out in the form of foresight projects. Each project is aimed at the creation and development of digital products based on the most advanced technologies available: big data, blockchain, artificial intelligence, biometrics, and the Internet of things. Five foresight projects were launched in 2017, and the Digital Transformation team from the Information Technology Department developed 17 new products in 2018, while also continuing to develop earlier products.