

Software as Strategy

@ Financial Services Institutions

Darran Rice & Coté

VMware Tanzu

June 28th, 2023

Core Banking applications supporting legacy and modern infrastructure across clouds



Leverage AI to model data quickly to reduce financial crimes



Branch & ATM Banking solutions powered by secure access services edge (SASE)

Outstanding Workforce & Employee Experiences



Agile Software DevOps



Supporting API's in Open Banking or Embedded Financial Services

Automated Infrastructure

Intelligent Operations

Secure and Compliant Clouds and Endpoints

**Darran
Rice**



Coté



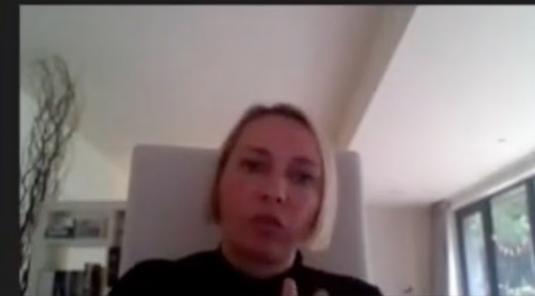




Our Principles

Everything we do promotes the shift from left to right

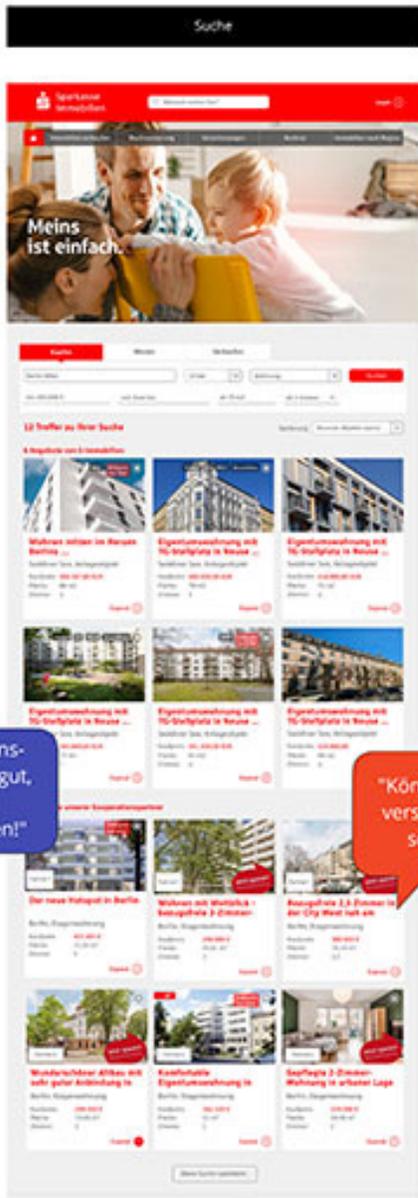
From	To
Outputs	Outcomes
Delegate solutions	Give people problems to solve
Obstacles	Opportunities
Many priorities	Few aligned priorities
Perfection	Excellence
Big Release	Iterate, Ship in Slices
Straight no	How might we?
Solve for all scenarios, ,markets and edge cases	Segment scenarios/customers, serve and scale out
Low failure tolerance	Learn & adapt
Hierarchy	Self organisation
Silos	Collaboration
Learned helplessness	Empowerment
Fear & Blame	Psychological safety & Radical candour
Decision making by committee & escalation	Decision Courage
HIPPO decisions	Decisions based on empirical evidence
Bureaucracy & Presenteeism	Information and value
Manage Process	Appropriate Process to deliver Value fast
Power Points	Conversations
Competence	Learning obsessives



Sources: "How (Not) to Develop a Modern Product Management Practice at Speed," Jana Werner, SpringOne, Sep. 2020. "Accelerating Transformation Why Did Your Business Need a Crisis?" Jana Werner, Barry O'Reilly, June 2020

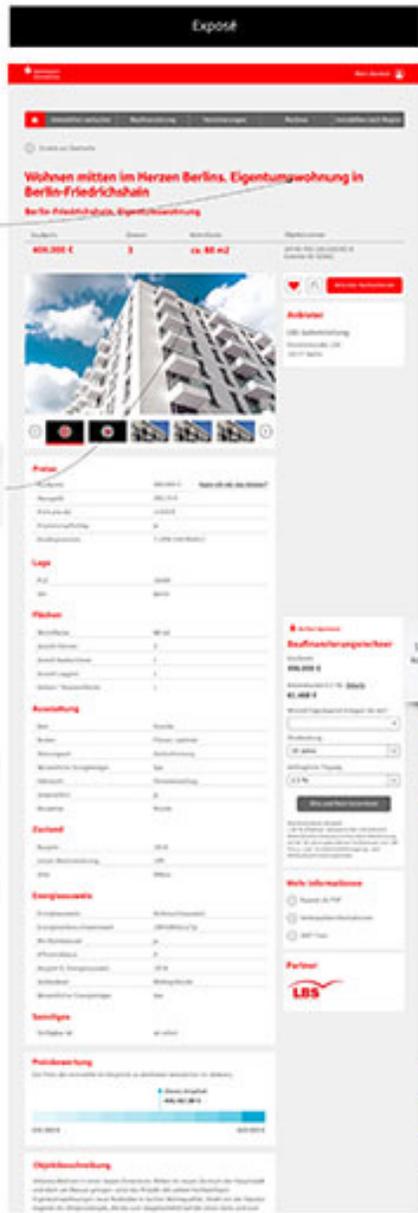






Replace star with heart

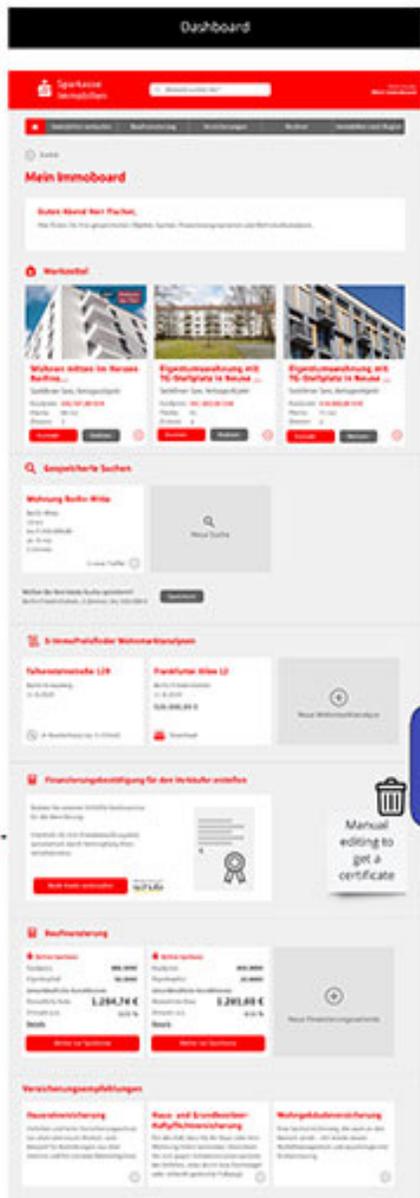
Offer Budget calculation



Registrieren?



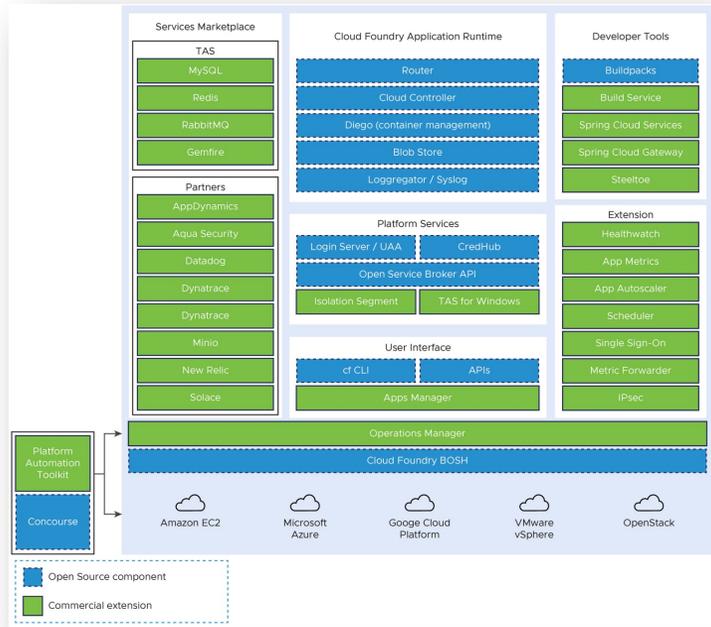
Explain benefits of registering an account



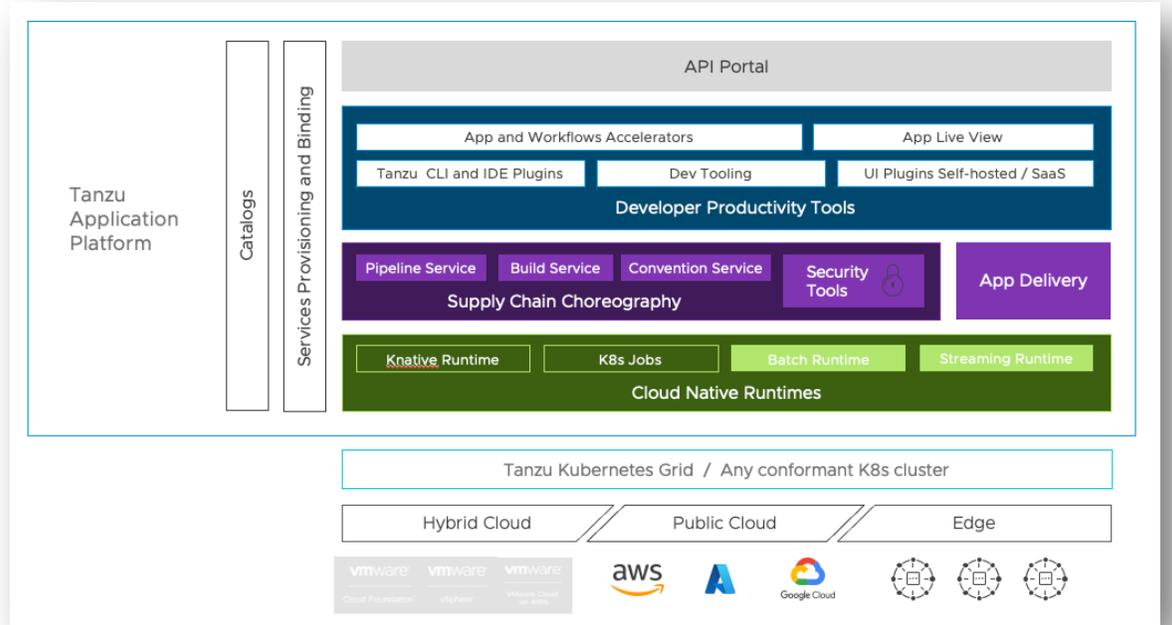
Wofür brauch ich das?

Financing plan tied to a property

Tanzu Application Service



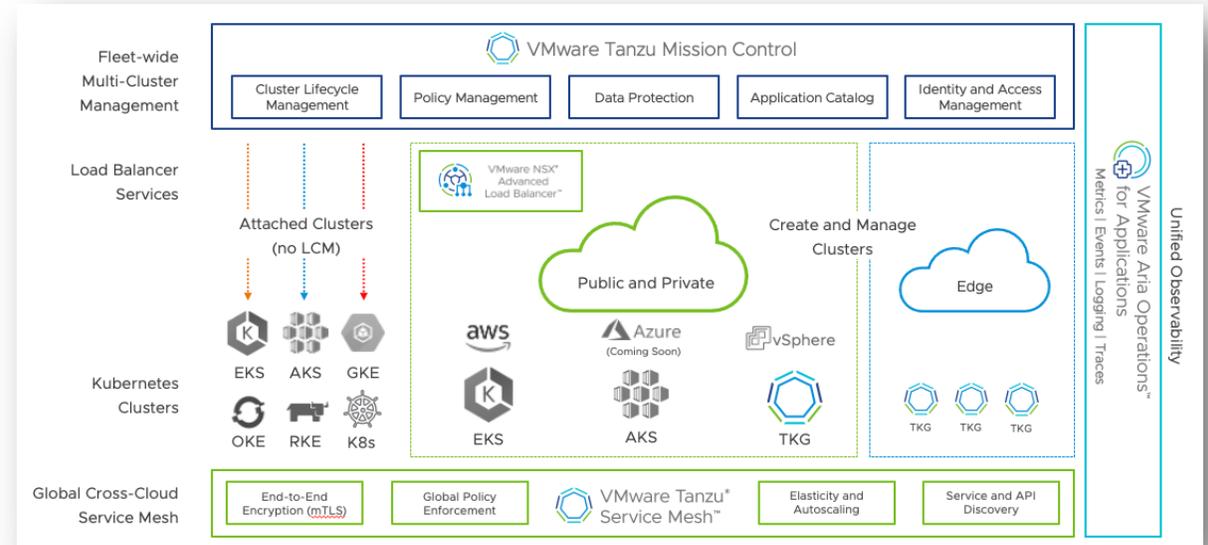
Tanzu Application Platform



Tanzu Labs



Tanzu for Kubernetes Operations



A Successful Developer Experience (1/2)

1. Customer Focus: Treat internal developers like clients
2. Build, nourish and embrace a community around your platforms
3. Focus on end-to-end & deliver an integrated experience
4. Culture is critical
5. Cloud Blueprints
6. Cloud Parties
7. Self-service everything

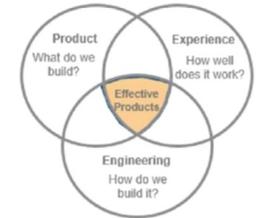


Build a customer-centre culture.
 15 Proven Techniques to Improve Customer Experience (CX)
 Blog by Snigdha Patel on the revechat.com platform

J P M o r g a n C h a s e

A Successful Developer Experience (2/2)

8. Clear responsibility model, boundaries and platform contract
9. Operationally stable, reliable, and has well-defined SLOs
10. Inherently secure
11. Streamline tooling for CI/CD
12. Enable innovation through managing risk
13. Automate, automate, automate!
14. Short time to Hello World!
15. Partner for success



J P M o r g a n C h a s e

Gaia Application Platform Speeds and Feeds

>1522
Production Applications



>206k
Container Workloads

>331k
Running Memory

37 Pools
16 Data Centers / 3 regions

~15k
Deployments /Day

J P M o r g a n C h a s e

Gaia Kubernetes Platform Speeds and Feeds

>100
GLOBAL CLUSTERS



>700 TB
Memory Capacity Deployed

>4000
SERVERS SUPPORTED

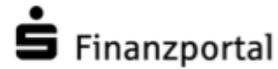
>345
PRODUCTION APPS

~300
OS REPAVES PER DAY

J P M o r g a n C h a s e



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28 June: Session 1 – Customer Experience & Innovation

Learn how banks are moving from a project to a product software model to innovate and improve banking services and remain competitive.

4 July: Session 2 – Escaping the Legacy Trap

Learn how banks are modernizing the legacy app portfolios that are holding them back.

Attendees will also receive a free copy of *Escaping the Legacy Trap* that details the process large organizations are using to modernize their legacy application portfolio.

11 July: Session 3 – How Cloud Native Improves & Ensures Security, Governance, and Trust in Finance

Hear how banks are using cloud native tools and practices to ensure security and compliance.

