Objectivity
Part of **Accenture**

Staying ahead
in the digital world

6th September

What is the biggest **THREAT** to you staying ahead in the digital world?

Security breach or ransomware attack?

Environment – climate change and global warming?

AI and the use of Generative AI?

Industry change?

Political instability?

Another pandemic?

Knowledge retention?

Regulation and red-tape?

People challenges – attrition, remote working, development?

Competition?

Something else?

For many of our clients their
biggest threat was …

Uncertainty

**Meeting Business
Time-scales**

**Resource Availability /
Experience / Capability**

**Managing Costs /
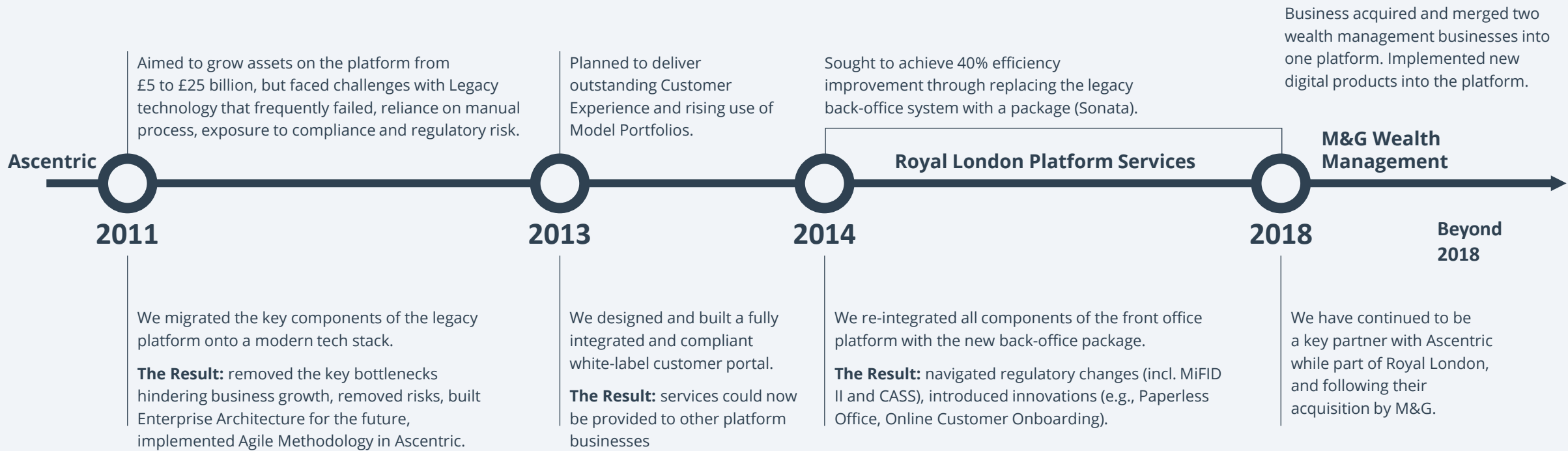Budgets**

Adaptability

**Building on Solid
Foundations**

**Change Delivery
Effectiveness**

Transforming an investment platform

M&G Wealth Management (previously Royal London Platform Services, and Ascentric) supplies investment administration services, execution only investment dealing, custody services and a wrap platform service through a web-based investment platform.

Staying ahead in the digital world

Ascentric

2011

Aimed to grow assets on the platform from £5 to £25 billion, but faced challenges with Legacy technology that frequently failed, reliance on manual process, exposure to compliance and regulatory risk.

We migrated the key components of the legacy platform onto a modern tech stack.

The Result: removed the key bottlenecks hindering business growth, removed risks, built Enterprise Architecture for the future, implemented Agile Methodology in Ascentric.

2013

Planned to deliver outstanding Customer Experience and rising use of Model Portfolios.

We designed and built a fully integrated and compliant white-label customer portal.

The Result: services could now be provided to other platform businesses

2014

Sought to achieve 40% efficiency improvement through replacing the legacy back-office system with a package (Sonata).

Royal London Platform Services

We re-integrated all components of the front office platform with the new back-office package.

The Result: navigated regulatory changes (incl. MiFID II and CASS), introduced innovations (e.g., Paperless Office, Online Customer Onboarding).

2018

Business acquired and merged two wealth management businesses into one platform. Implemented new digital products into the platform.

M&G Wealth Management

Beyond 2018

We have continued to be a key partner with Ascentric while part of Royal London, and following their acquisition by M&G.

Supporting a new venture

BLME, Bank of London and the Middle East, is an independent Sharia'a compliant UK Bank and is the largest Islamic bank in Europe

The challenge

BLME wanted to launch the world's first international Islamic digital banking business, Nomo.

The new venture was designed to provide customers with seamless, secure, and Sharia compliant digital banking. The technology was ready, but right at the last minute the business realized that it did not have the requisite processes and procedures to manage incidents and security issues.

Our Approach

Objectivity performed a review of the technology support capability and proposed the implementation of a multi-skilled DevOps team that would take on the responsibility of setting up all the requisite processes and procedures to manage the launch of the application and the incidents that may arise from such a new venture. We provided a 24/7 team to implement the proper tooling, manage incidents, and keep the technology safe from external threats.

During the process we up-skilled the BLME teams such that they were able to take on the responsibility and execute their chosen insourced model for delivery.

The results

- A successful launch of the new application with no unmanaged incidents

- An up-skilled team from Nomo who have taken on the 24/7 support but in a carefully managed process over 12 months

- An insourced DevOps model for support and maintenance

- Security by design inbuilt into the development processes and release procedures

- An ongoing relationship for advice and support that provides timely suitably skilled technicians when the customer needs them, without the long-term commitment to a large team.

- An adaptable, composable support architecture that can scale appropriately and support the changing requirements of the Nomo business
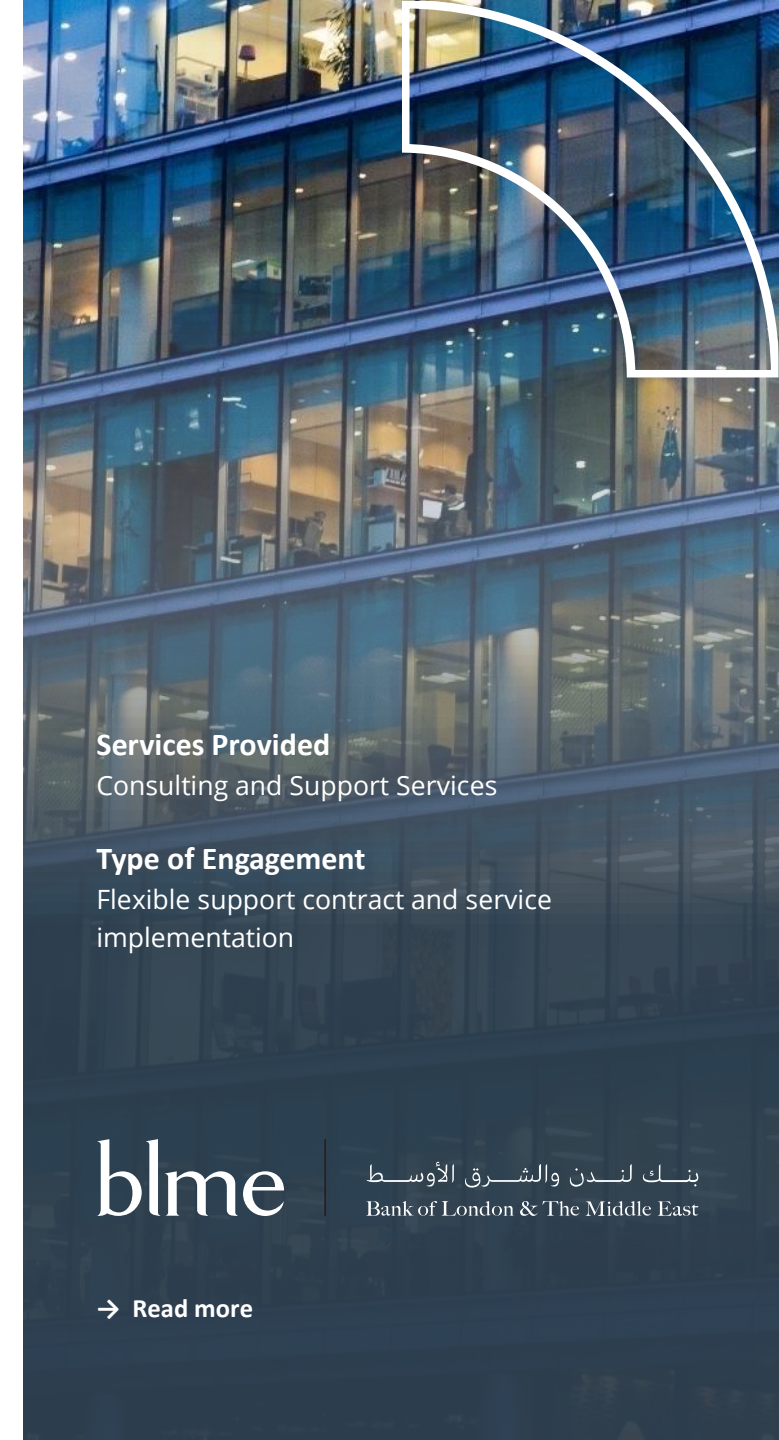
Services Provided
Consulting and Support Services

Type of Engagement
Flexible support contract and service implementation

blme
بنـك لنـدن والشـرق الأوسـط
Bank of London & The Middle East

→ **Read more**

Award-winning service

Objectivity has been chosen as the top technology partner amongst Rolls-Royce's 6,000 suppliers

The Supplier Excellence Award is given to technology partners who combine high quality, good value, and a great fit to deliver excellence on time.

Objectivity received Rolls-Royce's Supplier Excellence Award 2021 for demonstrating excellence in 4 key areas:

- **Value for Money**
- **Agility**
- **Excellence**
- **Collaboration**

Having received this award from a valued, long-standing client is a truly distinguished honor, especially as only one such award is granted per year.

How does Objectivity create certainty?
We sprinkle the Objectivity magic …

★
Adopt Best Practice
(not just in coding but in everything)

★
Challenge and Cultural Agility
(Right-shore people, DevOps, "Just Enough")

★
Technology Agnostic Right Tech for Solution
(e.g. low-code)

★
Use Domain Knowledge to Inform our Solutions
(Vertical support)

★
Create High Performing Teams
(with and without the client's people)

★
Wide Range of Skills and Experience

Thank you
for your attention

If you want to know more, please contact us

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