



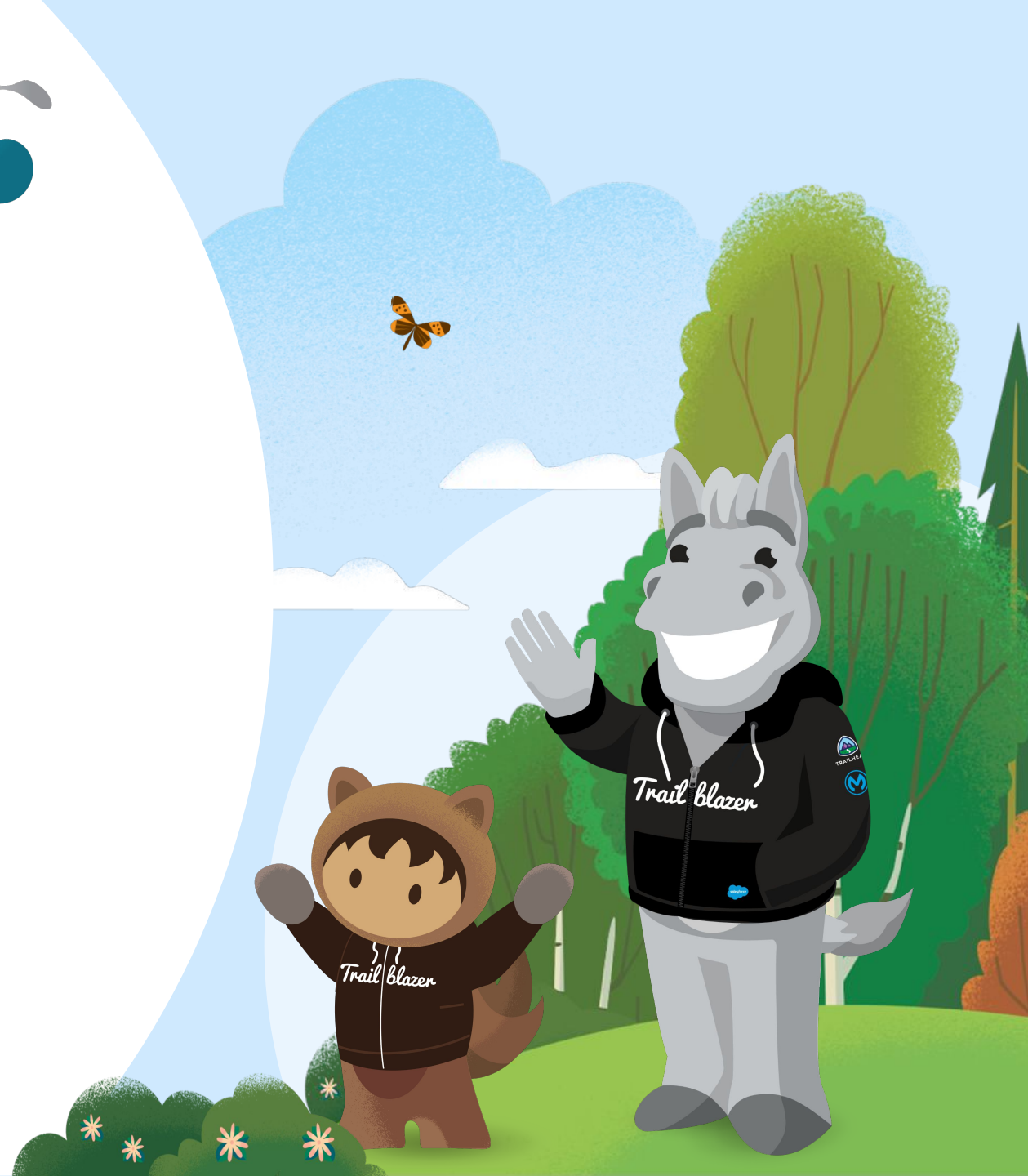
MuleSoft for Banking

Automate Anything.

Empower Everyone.

29. March 2023

Istvan Viz, CEE Territory lead





Composability for “Customer First”

Reusable building blocks

Instead of custom code

Agility

Efficiency

Build faster

Accelerate time to value

Security and governance

New Market Conditions Mean New Priorities

Financial Service providers need more than just growth



Cost Reduction



52%

of organizations find rising costs accelerating their investment into automation*

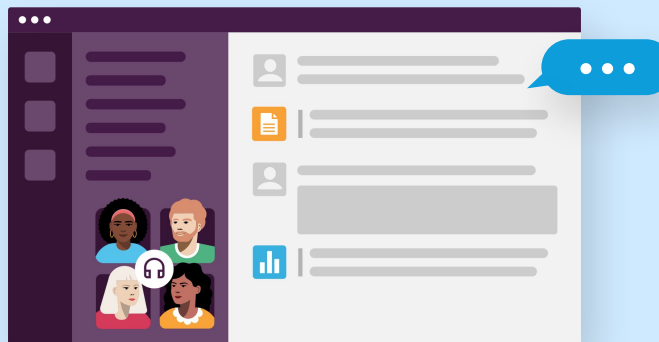
SERVICE SATISFACTION



Organizational Efficiency

91%

of senior IT leaders say that existing IT processes are hindering productivity**



Productivity



*Source: IDC - Salesforce-commissioned Automation Research, 2022

**Source: IT Leaders Pulse Report, 2022

Productivity and Growth are Top Priorities in Banking

Integrate all apps and data

Achieve digital agility

Automate mission critical processes

Drive innovation at scale

Deliver connected experiences

Enhance Governance and Security

91%

of organizations say demand for automation from business teams has increased over the last two years

Salesforce Research



56%

of CEOs say Growth is their #1 strategic business priority in 2022

Gartner



88%

of ITDMs say data silos are creating challenges for their organization

MuleSoft Research



But, It's Easier Said Than Done

salesforce

Goal

Drive growth efficiently, reduce costs, exceed customer expectations

Success

Boost productivity, accelerate growth through continuous innovation

Technical Debt

Manual Processes

Tool Sprawl

Lack of IT Resources

Legacy Systems

80%

of organizations will have hyperautomation on their roadmap within the next 24 months



96%

of CIOs said modifying and rebuilding automations is a challenge as systems and business requirements change



Go Digital, Faster

Accelerate time to value from digital investments

salesforce

Old world

Integration is managed by IT

IT is responsible for project-by-project delivery

Using manual integration approaches

Writing custom code, per project

The IT delivery gap increases

Your business needs new capabilities, faster

New world

IT empowers everyone

Everyone can build new experiences

Using digital building blocks

Turning every asset into a reusable product

Deliver faster business outcomes

Scale innovation across customers and employees

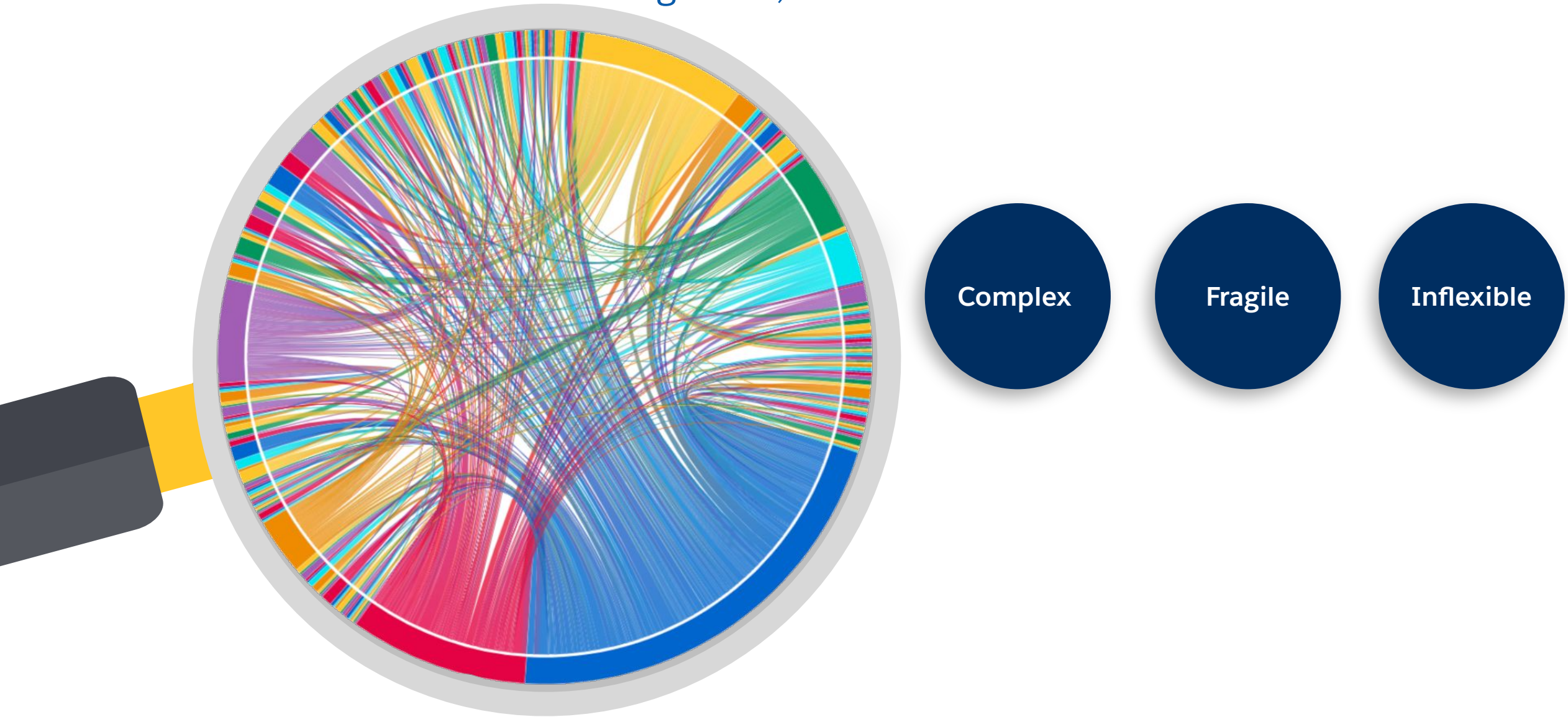


What I have heard from CIOs in the region

- Slow, legacy systems, hard to get the data
- Onprem, cloud, hybrid - integration is time consuming
- ERP migration - “Lidl effect”
(<https://www.consultancy.uk/news/18243/lidl-cancels-sap-introduction-having-sunk-500-million-into-it>)
- Speed up customer onboarding, speed up employee onboarding
- API marketplace, PSD2
- API as assets? APIs as revenue contributor?
- Limited developer capacity - lots of coding, P2P integration
- Open banking
- No central repository of the integrations and automation
- Need for adaptive technologies
- “How to do with less?”

Traditional approaches to Integration

80% of IT efforts are used for Integration, not for Innovation





MuleSoft

Automate your way to higher productivity & lower costs

Equip any team to automate with clicks or code

Deliver intelligent customer experiences, faster

Integrate any system, unlock real-time data

27%

Faster business
process
automation

Source: MuleSoft Customer Success Study

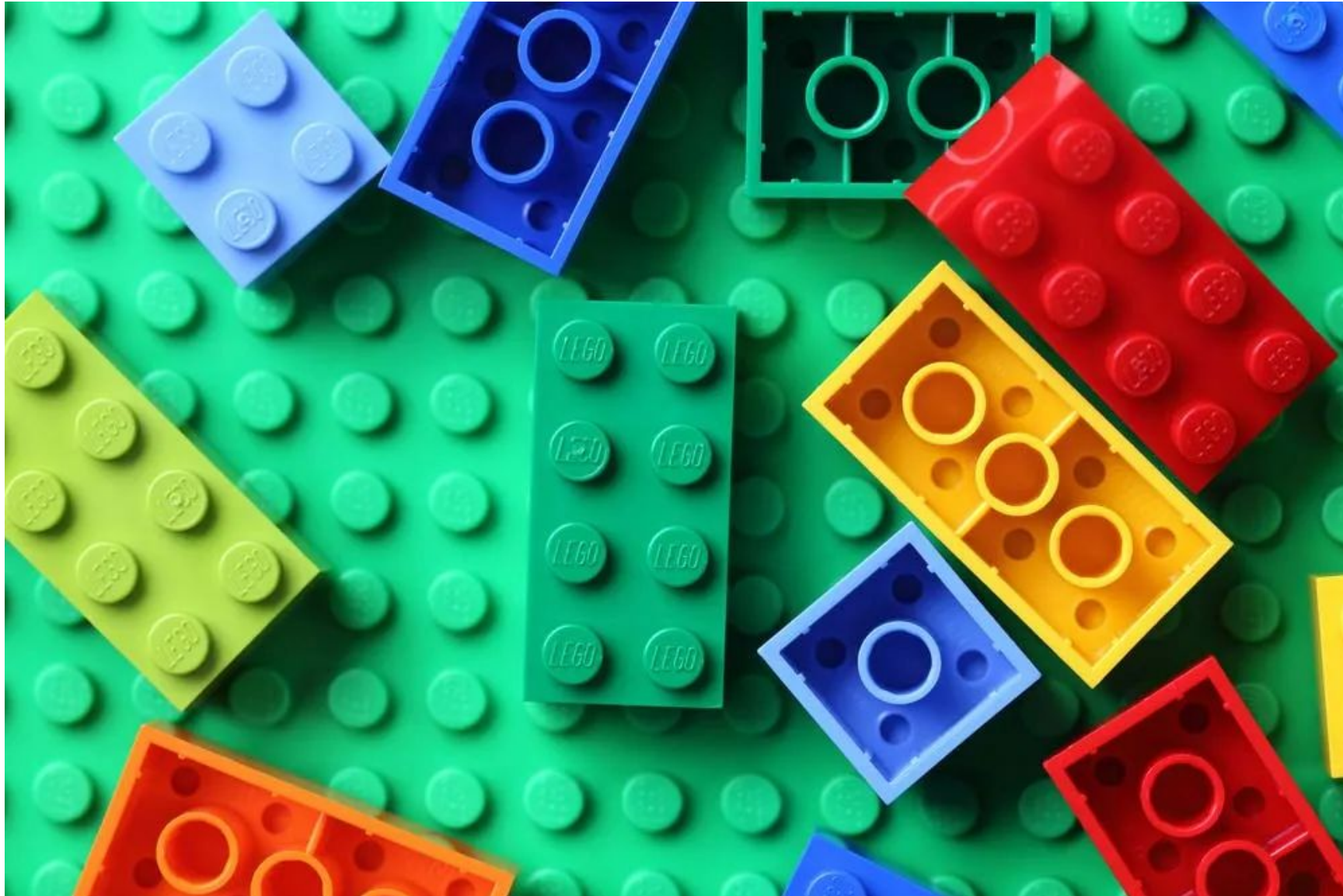


A central diagram illustrating the MuleSoft ecosystem. At the center is a large light blue circle containing twelve smaller colored circles. Surrounding this central hub are several circular icons representing various systems and tools: SAP, Jira, and a green document icon with a grid. To the right, a group of five diverse people's faces are shown in circular frames. Above them is a Salesforce logo. Below the people, a screenshot of the MuleSoft AnyPoint Code Builder interface is displayed, showing a flow diagram with steps like 'Listener', 'Set Variable', 'Query', and 'Choice'. At the bottom right, a screenshot of the MuleSoft Composer interface is shown, featuring a 'How do you want to start this flow?' dialog with options for 'System Event', 'Salesforce', 'Netsuite', 'Google Sheets', 'Slack', and 'Schedule an Event'. A cartoon donkey mascot holding a MuleSoft logo is positioned next to the Composer screenshot. At the bottom of the slide, logos for State Street, Western Union, and RBC are displayed.

Old model



But we believe in composability - LEGO



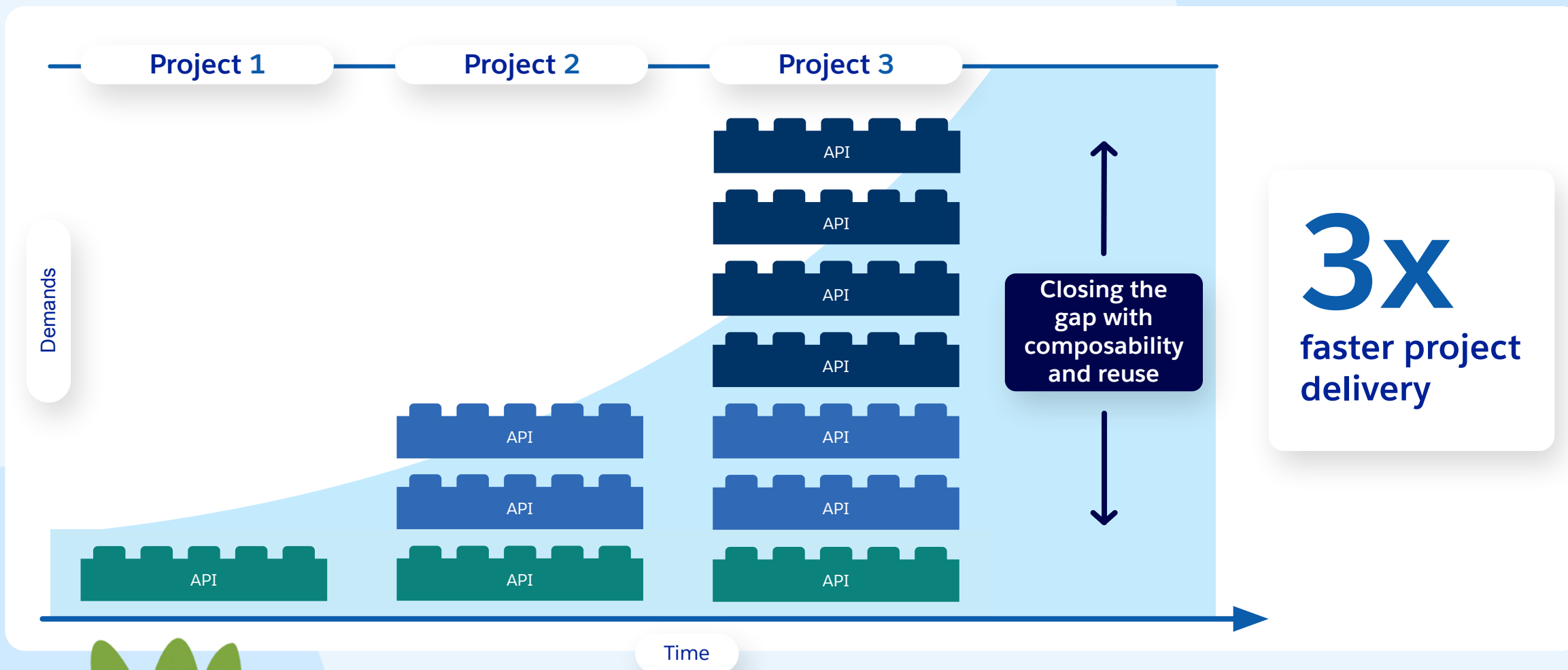
How Does MuleSoft Innovate with Speed?

Using reusable building blocks to securely unlock data from backend systems



Composability Enables IT to Move Faster

Accelerate innovation with integration, API management, & automation



Path to #1 in Every Category

Leader in iPaaS and Full Lifecycle API Management, Visionary in RPA



iPaaS



Full Lifecycle API Management



Robotic Process Automation (RPA)



Gartner

7x
Leader

7x
Leader

Visionary

Customer Benchmarks - Platform Benefits

Financial Services



Platform Benefit

Unique Capability

Average Impact

Reduced Maintenance & Change Effort

Single management pane for APIs and hybrid integrations + reusable assets

72%

reduction in API & integration maintenance (run/change) costs

Improved Code Reuse

Secured, productized, and easily discoverable & consumable API & integration assets

48%

API & integration code reuse rate

Reduced Deploy & Run Costs

Hybrid-ready & lightweight runtimes; highly scalable, available & reliable integrations

80%

reduction in deploy & run costs

Improved Code Quality

Easy integration with CI/CD pipelines & embedded testing

71%

improvement in API & integration QA & testing time

Quicker Developer On-ramp

Unified platform with graphical and web-based tooling

80%

improvement in time to API & integration developer productivity

Financial Institutions Rely on MuleSoft to Accelerate Innovation



Best in Class Customer Onboarding

7 legacy systems integrated to create a single customer portal



Connected Customer Experience

Builds Banking-as-a-Service platform for seamless CX



Digital Banking Experience

Shortened API development cycles from 4 weeks to 2 weeks



Payments Modernization

Scaled FX and cross-border payment processing by >3000%



Single Customer View

Full visibility of the client journey and communications



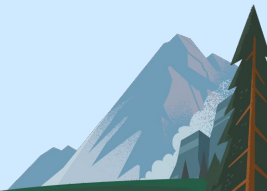
Streamlining Lending Operations

Reduced home loan application process from 22 days to 22 minutes

Supported by 300+ partners and connectors, including

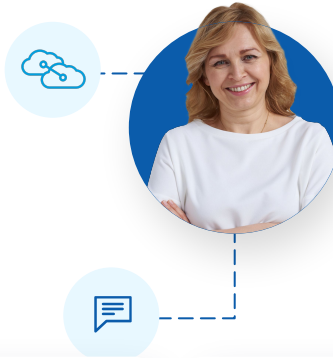


TEMENOS



Reduce Operational Costs by Accelerating Speed

Go from “to be done” to done, faster, with low cost to change



Go faster



Become
more agile



Innovate
more efficiently



+57%

Faster
development
and delivery
speed

+78%

Faster time
to market

-74%

Reduced
maintenance
effort and costs

And why to re-use?



(1967)



(1977)

Do want to understand HOW?

- **5th April, 10-11 am CET, online**
- **Introduction of the platform**
- **Live Demo**

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Thank you

