Modernizing the Customer Experience at ABN AMRO for Generations to Come
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IT Engineering Lead, ABN AMRO
Robotics Process Automation & Rapid Application Development and Deployment
ABN AMRO is one of the Netherlands’ leading banks. To our clients, we provide loans, mortgages and other banking services and we lend to business.
Our Strategy

Built around our purpose: Banking for better, for generations to come.

1. Reinventing the customer experience
2. Building a bank that is fit and ready for the future
3. Supporting clients in their transition to sustainability

Digitalisation is key in our strategy!
To Know Where You are Going, You Must Know Where You Come From.
Situation 2016

Shadow IT and outdated technology

400+ End User Developed Applications

200+ Domino Lotus Notes

Employee facing Apps

Phasing out

Moving away from Microsoft SharePoint

No experimentation

Mode 2

No Bi-Model IT
RADD FSA

Future State Architecture

Aggregation of existing services and data
Focus on presentation

Short time-to-market
Unplanned/Experimental

Short usage
Interface with external sources

Unpredictable development process
Employee facing

Mode 2

mx mendix
Enabling Cloud Characteristics, in a Heavily Regulated Environment
Mendix @ABN AMRO Virtual Public Cloud

Balancing between cloud-native benefits and having full control.
Enabling Others, to Create Value for Our Customers
Current State

MENDIX Platform Team versus Value Delivery Teams

Developers

DEVELOP

MANAGE CODE

BUILD

PUSH

DEPLOY

MX Platform Team

Azure DevOps

Infra Broker Team
Current State: MENDIX Platform Team Responsibilities

- Adapt & Develop
- Standards & Guidelines
- Operate it
- Life cycle management
- User Support
- Consultancy
Current State

Value delivery show cases

> 200 EOY

In production: 25
In development: 15

Mendix MARQeR
Moving fast to meet external deadlines

Mendix Groenbank
Starting small and incrementally growing

Mendix Escape Room
Gamification with knock out UI
When you love something, shout it from the roofs
RADx
A new application in just 2-3 months. Experience it.

Register now
www.ctevents.nl

September 27th
ABN AMRO HQ Gustav Mahler
Auditorium – Open Lounge – Congress Rooms
11:00 – 12:30
12:30 – 16:00
17:00 – 18:00

Get inspired by our speakers
Showcase market (+ Lunch)
Hackathon results

Speakers
Karel Bosse (ABN AMRO)
John Gkiopoulos (Infosys)
Julian den Haan (Mendix)

This event is an initiative of Infosys
Pre Trade Counterparty Manager (PCMN) Mobile version

Mendix World April 17th
What is PCMN?

Procedural Regulatory Pre-Trade Check application

Based on colour coding and business logic

For Global Markets Sales and Trading

Collects regulatory client information from source systems

KYC, MIFID II, EMIR SEC US and Dodd-Frank
PCMN Mobile Version
Easy development and implementation

Entirely developed during a 4 hour hackathon session!

Re-use existing business flows from desktop version

Same functionality as desktop version