



Adding to Competitive Edge

4,279 requests per month
high performance speeds
growing demand for library services worldwide

52 industry trade guides

conducted 79+ personal interviews/library introductions

improved quality of library web page

enhanced content and format of library resources

contributed to better research and investment decisions through increasing high quality information

increased proactive and timely distribution of essential trends and hot business topics

shipped up effort to educate investment professionals about effective use of information for investment research

Controlling Cost

lower \$8,888 hours of searching time at \$12,772,888.88 in order value

48% change from FY17

equipped services to XXX more departments and XXX investment professionals globally without adding more staff

100%+ security utilization

total departments served - XXX

total library users - XXX

enhanced library collection of XXX commercial online journals with 3,000 free web sites

increased discovery and utilization of free high-quality web-based resources

effectively leveraged library resources to support groups with limited access to key business and financial publications, analytical tools and investment research opportunities

Limiting Risk Exposure

helped reduce information overhead that leads to misinformation and bad investment decisions

increased volume of due diligence research companies

advanced research sector knowledge specialization

improved financial source evaluation and disruption risks

improved business processes/best practices for better information collection and analysis

implemented best copyright practices to protect the company from copyright infringement risks

Improving Productivity

transformed the way investment professionals in over 20 countries access and use information

reduced information overhead

less time searching and waiting

more time for investment decision opportunities

5,760 personalized documents per month

easy access to libraries from any global location

user-friendly support process

multiple delivery platforms

high-speed response

volume of custom company, industry and country research increased respectively 191%, 120% and 41%

volume of personalized financial news increased 27%

volume of custom presentations increased 76%

INNOVATION Investing Better Future

- Continuous Incremental Improvements
- Finding Better Ways to Assist Clients
- Challenging Conventional Wisdom

- improved global collaboration
- improved library performance metrics ("Spring Cleaning")
- enhanced Digital Services group
- enhanced Literature Guides production
- enhanced Weekly Global News
- enhanced Monthly Chatbooks
- enhanced Country Chatbooks
- enhanced Market presentations
- improved global collaboration
- improved library performance metrics ("Spring Cleaning")
- enhanced Digital Services group
- enhanced Literature Guides production
- enhanced Weekly Global News
- enhanced Monthly Chatbooks
- enhanced Country Chatbooks
- enhanced Market presentations
- improved global collaboration
- improved library performance metrics ("Spring Cleaning")
- enhanced Digital Services group
- enhanced Literature Guides production
- enhanced Weekly Global News
- enhanced Monthly Chatbooks
- enhanced Country Chatbooks
- enhanced Market presentations
- improved global collaboration
- improved library performance metrics ("Spring Cleaning")
- enhanced Digital Services group
- enhanced Literature Guides production
- enhanced Weekly Global News
- enhanced Monthly Chatbooks
- enhanced Country Chatbooks
- enhanced Market presentations

target transition to web-based account management

proved that library is source of competitive advantage

achieved national recognition for innovation/SLA leader

introduced risk Mapping on learning/library tool

established successful operator in India