

A decorative graphic on the left side of the page, consisting of two overlapping diagonal bands. The top band is purple and the bottom band is blue, both pointing towards the right.

## HOW CAPITAL ONE FUELS INNOVATION AND SERVICE THROUGH CLOUD

**SUPER: FRANK FALLON**  
VP, AWS SALES, FINANCIAL SERVICES  
AMAZON WEB SERVICES

**Frank Fallon:** Hello, my name is Frank Fallon. I am the Vice President of Financial Services for AWS and thank you for joining us for our little chat.

With me today, I have got Duncan, Managing Director from Accenture and Terren Peterson, Vice President of Retail Markets for Capital One.

Terren, Capital One is well known for early adoption of technologies that can help accelerate progress. Can you tell a little bit about the journey you have had in going to the cloud?

**SUPER: TERREN PETERSON**  
VP RETAIL BANK TECHNOLOGY  
CAPITAL ONE

**Terren Peterson:** Yes. So, the cloud is part of the larger journey that we have been on for several years. We are constantly looking for ways where we can innovate and delight our customers with compelling digital experiences. Customers have really shown us that they want to meet us in the digital spectrum. So, delivering solutions fast is something that we are constantly striving for within our culture and cloud is a big component of that.

**Frank Fallon:** Chad, you have been involved in a lot of technology projects with financial services institutions. What makes the work that you have been doing and what Capital One is doing different and unique?

**SUPER: CHAD DUNCAN**  
MANAGING DIRECTOR  
ACCENTURE

**Chad Duncan:** Capital One has chosen a very aggressive journey to move to public cloud and lot of their peers are either just starting their journey or are certainly further behind in that journey. And I think the

leadership that Capital One has shown by wanting to really reduce their data center presence, move to public cloud, and then as Terren said, make a better experience for their customers - I think is market-leading and certainly something that their competitors and peers are now trying to duplicate.

**Frank Fallon:** Terren, along the lines of using an advanced technology how has Capital One been able to use advanced technologies like potentially AI and machine learning to help with the customer experience?

**Terren Peterson:** We are constantly experimenting with new tools and technologies. I think people are starting to use our Alexa platform in the skill that we have on there and that has been really powerful. We are doing other innovations both on the mobile space as well as even in things like chatbots so a lot of it isn't just trying to look at all the different channels that customers want to reach us in and using the latest technology to do that.

**Frank Fallon:** Chad, what are some of the technologies that you see are at the forefront of what customers are using and should be using for the adoption of cloud to help with their customer experiences?

**Chad Duncan:** I think data is getting right. Being able to leverage that data to improve your customer experience and drive value out of your technology and out of your business offerings is the key. I think that you will continue to see a boom in machine learning, artificial intelligence and high intelligent automation. Those are the things that are going to continue to evolve and innovate in the cloud space and allow our customers and our customers' customers benefit from that.

**Frank Fallon:** Well, these have been some great insights. Really appreciate your sharing that with us. Appreciate it, Terren, Chad. And thank you for joining us and we will be talking to you later.