

ING

Empowering Business through Digital Innovation

A global bank with a strong European base, ING’s purpose is to empower people to stay a step ahead in life and in business. ING offers a broad suite of services across sectors and products – providing specialised lending, tailored corporate finance, debt & equity market solutions, sustainable finance solutions, payments & cash management, and trade & treasury services. The bank began operating in Singapore in 1987 – today, it is home to ING’s regional Asia-Pacific headquarters with 500-1000 employees. ING Singapore is the largest wholesale banking branch in Asia, with a focus on creating tailor-made solutions for specific companies and clients.

The ING difference lies in their global reach with local experts as no matter where their clients are in the world, their network of experts offers them a seamless local experience with a global view. They are also sector experts – they know their stuff and their clients trust them to deliver tailored solutions to meet their needs. With their focus on sustainability, ING is not just a green thought leader, they also work hand-in-hand with their clients to address some of the most pressing issues in the world today.

FOUR ENABLING PRIORITIES

ING has positioned themselves as a pioneer in both digital and sustainability efforts, adept at adapting to the trends that impact business and influence customer expectations. To fulfil their strategic ambitions, ING has four enabling priorities:

1. Providing seamless, digital services
2. Using scalable technology and operations
3. Staying safe and secure
4. Unlocking employees’ full potential

DIGITAL TRANSFORMATION PROJECTS

Cloud Technology

ING Private Cloud (IPC) is a digital platform used to store and process data and IT services and it is hosted in ING data centres in the Netherlands. ING has successfully completed bringing the Singapore infrastructure and application onto IPC. This platform standardises the bank’s IT infrastructure, simplifies and streamlines existing processes, and provides an automated and self-service infrastructure for the development and operations teams. ING currently runs more than 70 percent of its global infrastructure on IPC.

Cybersecurity

ING continues to stay at the forefront of the evolving nature of cybersecurity, including staying up-to-date on the latest methods and threats. Concurrently, ING is committed to becoming more cyber resilient. Internally, ING builds security awareness and conducts refresher programs for their employees about reducing the risk of falling victim to cybercrime and possible responses.

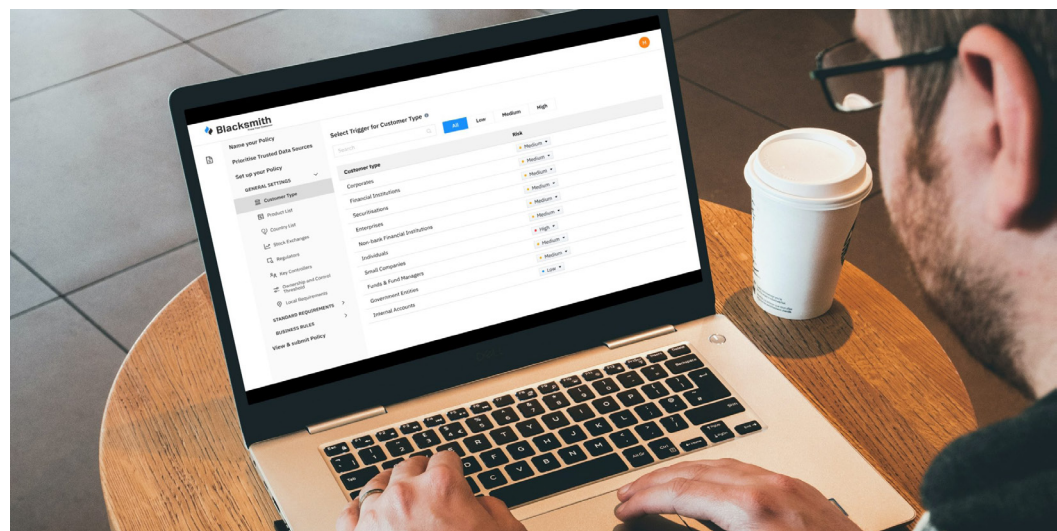
Blacksmith

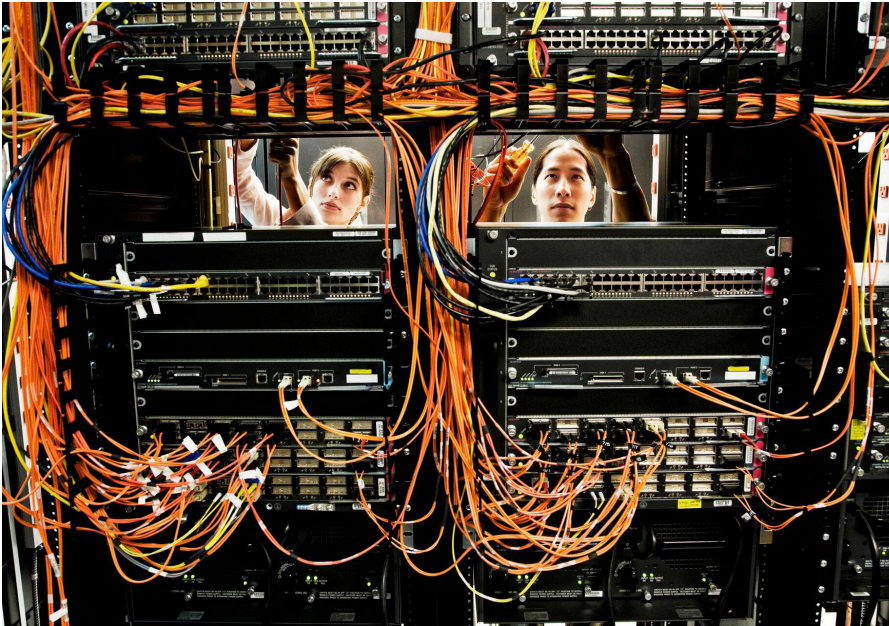
Blacksmith, one of ING’s key digital transformation initiatives, was founded in 2017

in Singapore. The platform was created to target the inadequate control of KYC (Know-Your-Customer) processes, exponential growth of KYC related costs, cumbersome and ever-changing regulations and policy guidelines, inefficient usage of data and never-ending IT implementations. Blacksmith prevents financial crime by facilitating a risk-based approach to customer due diligence, helping to safeguard the financial system. The solution utilises innovative cloud computing techniques, is fully API based and therefore enables plug and play implementation and/or easy integration in existing IT systems.

One of Blacksmith’s goals is to enable banks on their journey to move from time-driven customer reviews to perpetual KYC and to focus risk reviews on customers that impose an additional risk. It leverages the latest technologies to enable ING and the industry to marry their specific KYC requirements with their processes and tooling, through a no-code user friendly interface.

Blacksmith employees operate from ING’s branches in Singapore, Philippines, and the Netherlands. Since they are part of the global KYC and Wholesale Banking Operations domain, they are involved in various initiatives that ING deploys globally to transform their core processes. Blacksmith works closely and regularly with end-users (KYC





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analysts, compliance officers) to engage them in the improvement of the platform and development of value-adding features.

The platform also epitomises digital transformation through collaboration. Blacksmith collaborates with other banks to better understand and respond to their challenges and best practices. Through Blacksmith, ING also partners with leading data providers and other service providers in the industry – collecting data from local corporate registers in over 160 jurisdictions and notable global data vendors like SWIFT KYC Registry.

DIGITAL FOR SUSTAINABILITY EFFORTS

One of the overarching priorities of ING’s “making the difference” strategy is to put sustainability at the heart of the bank’s operations.

ING aims to reduce their technical footprint and IT landscape around the globe. As data centres are one of the key contributors on power consumption, ING is decommissioning and consolidating data centres. For instance, the company has already consolidated their data centres by moving them from Singapore to the Netherlands, allowing for an increase in economies of scale, and improvement in efficiency. This consolidation is also enabled by ING’s transition towards cloud and third-party SaaS solutions. Two ConnectionHubs have been set up in Singapore to maintain high availability and network performance. In the consolidated data centres, ING works with IT suppliers to reduce future energy and waste.

On the client-facing side, ING works to capture relevant sustainability data to report on the company’s performance in the relevant areas.



ING BANK N.V., SINGAPORE BRANCH

1 Wallich Street | #12-01 Guoco Tower | Singapore 078881
 W: www.ingwb.com
 T: +65 6535 3688