

Does Swiss IT Matter?

Perspektiven des Informatikstandorts Schweiz

Eine Fachtagung der Java User Group Schweiz
und der Credit Suisse
im Rahmen der informatica08

Montag, 29. September 2008

im Forum St. Peter der Credit Suisse in Zürich

Trägerschaft/Organisation



Agenda

- Das Innovationsprofil einer Grossbank im Bereich Java Technologie am Beispiel der Credit Suisse
- Die Transformation vom Projektdienstleister zum Produktanbieter – Der Turnaround einer KMU-Unternehmung
- Die Konjunktorentwicklung der IT-Branche
- Gehaltsperspektiven und ihre Entwicklung auf dem IT Arbeitsmarkt Schweiz
- **Integriertes Personalmanagement in der IT-Division eines globalen Finanzdienstleisters**
- Der IT Arbeitsmarkt Schweiz - Koordinationsprobleme Angebot – Nachfrage
- Paneldiskussion: Was für Informatiker braucht es zukünftig am IT Standort Schweiz?

Speaker Info – Claude Honegger

CIO Switzerland, Credit Suisse



Claude Honegger ist 1987 in die Credit Suisse eingetreten, wo er die ersten neun Jahre verschiedene Aufgaben in der internationalen IT-Organisation wahrgenommen hatte.

Nach zwei Jahren bei der damaligen Credit Suisse First Boston wechselte er 1998 zur IT Credit Suisse Private Banking. Seit 2002 hatte er verschiedene leitende Funktionen innerhalb der Credit Suisse IT inne.

Zuletzt war er „Head IT Global Wealth Management Solutions & Services“, bevor er im April 2008 zum CIO Switzerland ernannt wurde.

Claude Honegger absolvierte das „Mastering Technology Enterprises“ Programm am IMD.



Integrated Personnel Mgmt in the IT Division of a Global Financial Services Company

Zurich
September 29th 2008

One Global Bank – One Global IT

Credit Suisse IT staff



Employees Credit Suisse:	~ 49'000
Employees IT globally:	~ 11'000
Employees IT Switzerland:	~ 4'500
Employees hired p.a.:	~ 400-500

Credit Suisse IT in Switzerland – some Facts & Figures



Number of servers:	6'750 Servers (Windows, UNIX, z/OS)
Avg. System availability 08:	99.54%
Number of Applications:	~ 800 applications
Lines of Code in Java:	~11 Mio. lines of code
Lines of Code in PL/1:	~32 Mio. lines of code
Payment transactions:	~ 250 Mio. / year
Straight through proc. rate:	> 92 %

Credit Suisse: Global reach – what we do worldwide

Switzerland

- Leading presence at **70 Private Banking locations**
- Roughly **200 locations** for **Private Clients** and **34** for **Corporate Clients**
- One of the **leading** investment banks and institutional asset managers

Europe, Middle East, Africa

- Presence in **26 countries** in EMEA
- Strong presence in **emerging markets**
- Growing presence in the **Middle East**

Americas

- **US home market** is core pillar of Investment Banking
- **Latin America** is growth area for banking
- **52 locations** across United States, Canada, Latin and Central America

Asia

- Established in **13 Asian countries**
- New Private Banking activities started in 2005 in India and **Southern China**

Credit Suisse IT: A global network to serve our different business needs around the world

Major Financial Centers: IT supports business with a focus on development and running of high-touch, mission critical IT Services requiring direct interaction



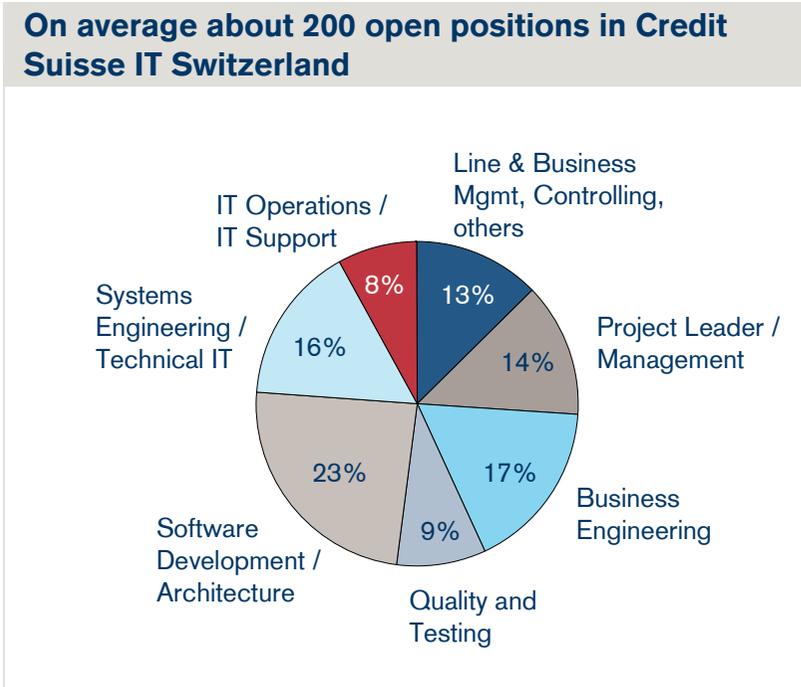
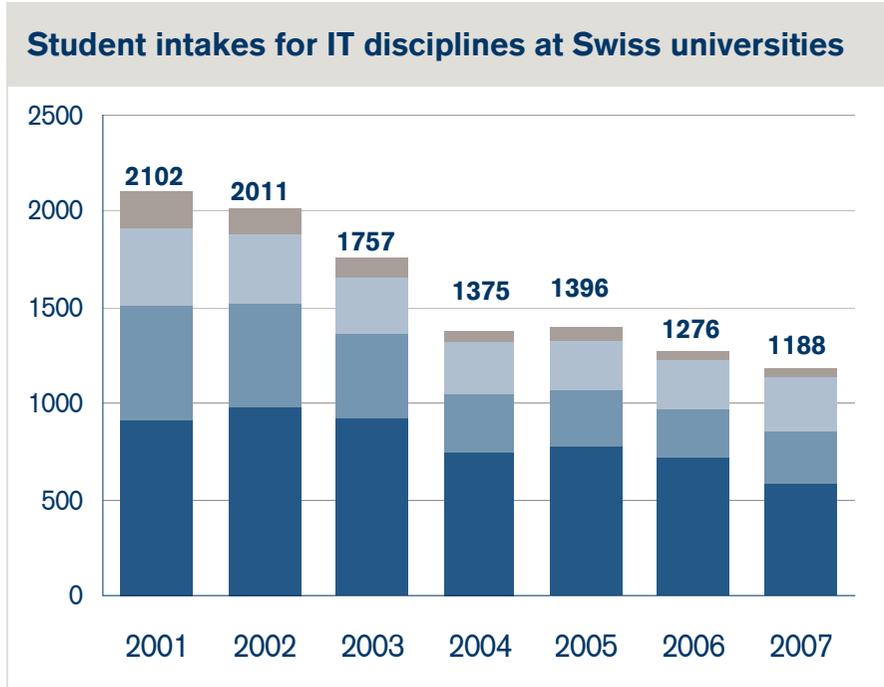
In Information Technology our mission is to...



- Work in partnership with the Business Divisions as an integral part of the Bank to build IT solutions and deliver services necessary to achieve the Bank's business priorities
- Make CS IT a place where top IT professionals are recognized and rewarded for realizing their full potential



Specialized Swiss IT talent pool is shrinking due to a declining pipeline, while competition for it is intensifying

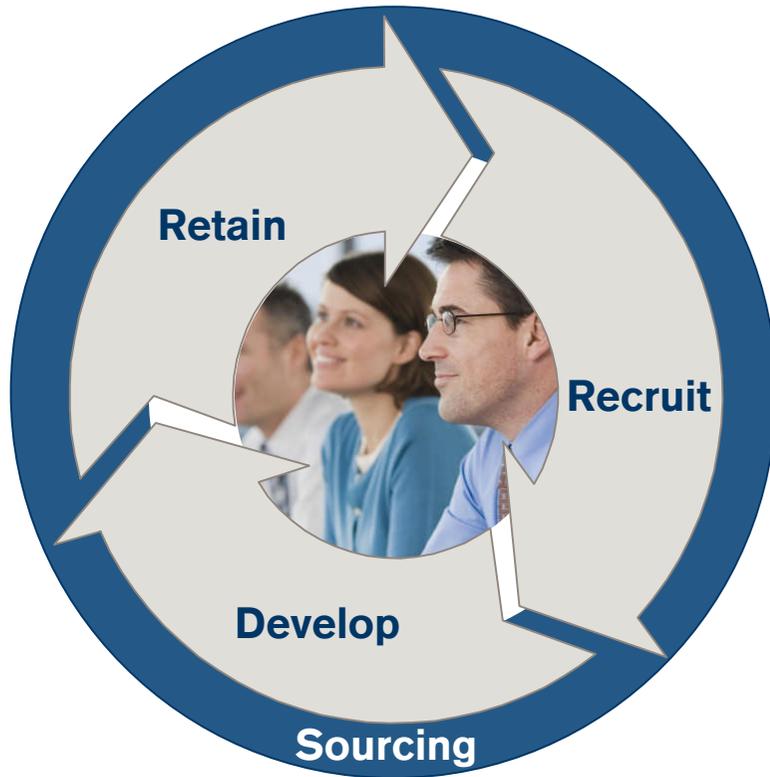


- ▶
Declining admissions for IT-related studies at Swiss universities, resulting in a shortage of IT professionals in Switzerland and diminishing IT knowledge pipeline
- As Switzerland's competitiveness rises**, it is increasingly exposed to multinationals, and the **competition for Swiss talent is becoming increasingly fierce.**

Source: Bundesamt für Statistik, 2008

Source: Credit Suisse, 09/2008

Challenges for a Strategic Workforce Management in Switzerland



We need to ensure that

- our hiring process is fit for competition
- we are an attractive employer for graduates
- we address the specific talent shortage
- we offer internal development paths to our employees and enable them to evolve their skills
- we understand and leverage the global labor pool

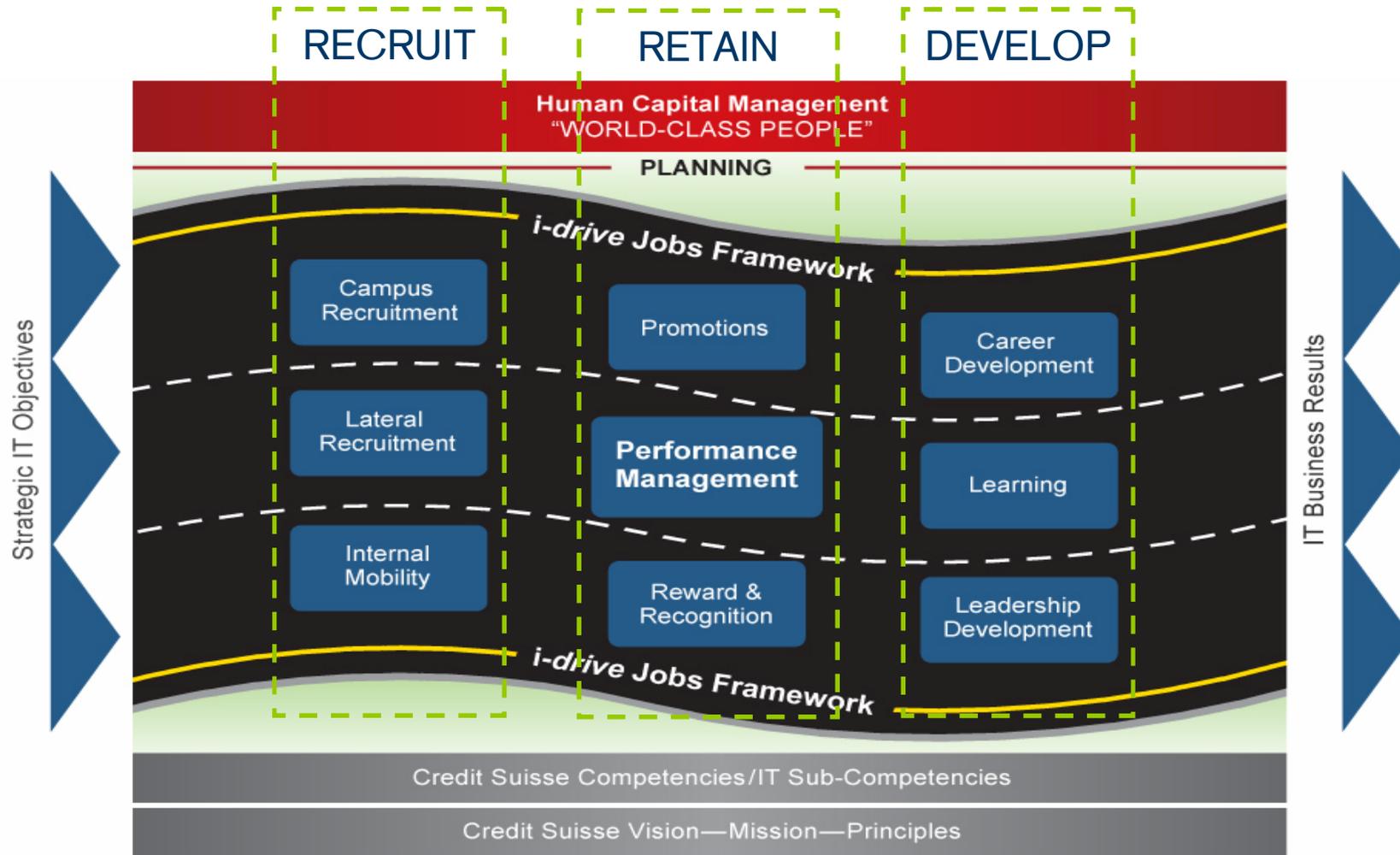
i-drive – An integrated framework for all our HR processes to grow the IT workforce of the future

- Unification to a **globally consistent career framework** implemented at the beginning of 2007
 - comparable job families and levels globally
 - qualification and promotion guidelines used IT wide in all locations
 - global job communities
- **Equal career opportunities** for line managers and subject matter experts
- **Mobility program** established as a key part of integrated HR-Strategy to create an internal job market

Job Family		Band					
		1	2	3	4	5	6
Applic. Architecture & Development	AD						
Business Analyses & Engineering	BE						
Business Management	BM						
IT Operations	IO						
IT Risk Management	IR						
Line Management	LM						
Quality Management & Testing	QM						
Project Management	PM						
Service & Delivery Management	SD						
System Architecture & Engineering	SE						
User & Production Support	UP						

Global IT Jobs Framework of Credit Suisse

Global talent management approach and standardized performance measurement throughout the IT organization

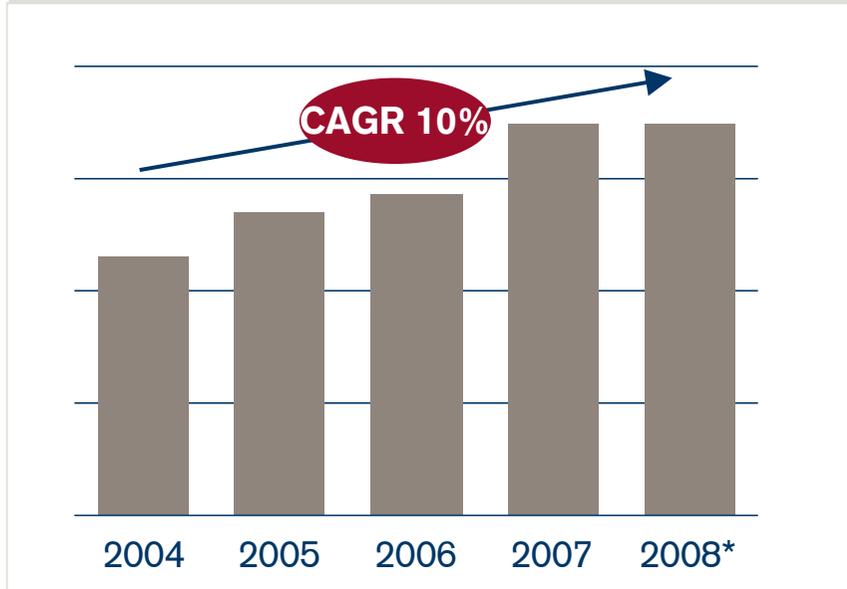


Strong focus on the development of our workforce - professional development offered on-the-job and off-the-job

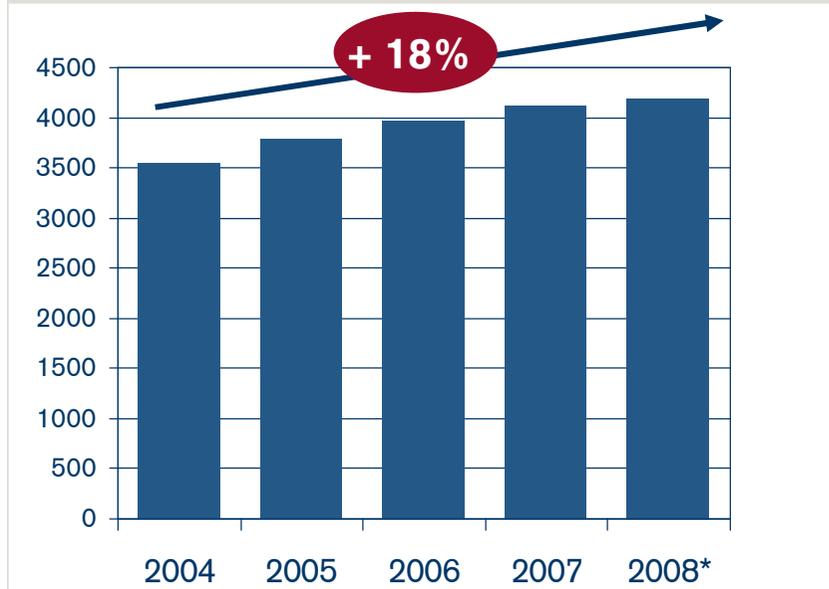
- Ten days of training on average per employee - **internal and external training opportunities**, on-the-job training and off-the-job courses in special areas of expertise such as
 - Enhanced **onboarding program** for new employees including job family specific training
 - **Specialist trainings**, dedicated courses for all job families and specialist tracks, e.g. Java Certifications
 - Global **project management training**, certification programs like PMI
 - Incubator Program, training offer to Solution Engineers for **end-to-end management of projects** in-house
 - **Solution Engineering Mainframe Program**
 - International and external **stages** (e.g. HP, IBM, Cognizant)
 - Targeted training programs for **young talents** – apprenticeship and Career Start

Swiss IT matters for us - we have grown our investment in IT in Switzerland over the last years

The growing demand for new IT functionality is reflected by the rise of our change-the-bank investment in our IT platform in Switzerland ...



... as well as the steady increase in the size of our IT workforce in Switzerland despite ramp-up in offshoring



▶ We remain committed to the location Switzerland where we leverage IT to provide a distinct competitive advantage to our clients.

Your Questions...



CREDIT SUISSE