

## An Inside Look: Scott Hillyer, Managing Director, Client Operations

Q: You joined Omgeo last Fall. What has been your biggest strategic focus thus far?

A: The biggest focus has been around our Support Services infrastructure. We restructured the Support Organization late last year. There were several reasons for this but at the forefront was the need to create single ownership of issues and to define new job families for career path growth opportunities. Each of these has led to increased customer satisfaction via the new incident-based surveys that were rolled out in March.

We have also made a significant investment in a Knowledge Management application that is currently being integrated into Salesforce. This will allow our global teams to have consistent and readily available information at their fingertips. Building out pertinent and re-usable knowledge content will help drive us towards our department goal of increasing our First Call Resolution rate up to 75%. This is a huge initiative and has been cross-functionally driven by members of BIS, Tech Ops, Development, Product Management and Client Operations, as well as an outside consulting firm with expertise in the Knowledge Management field.

Q: What do you enjoy most about your role as MD of client operations?

A: What gets the juices flowing is knowing that there is always opportunity to continue to raise Omgeo's service levels across all of Client Operations coupled with the fact that I have fantastic teams with great leaders. I am also very impressed with the total collaboration and cooperation across the company functions. Everyone wants to see the other functions succeed and people are more than willing to help, give guidance and participate in cross-functional initiatives. This has not always been my experience in prior jobs. I am fortunate to work in such a great environment here.

Also, to a person, everyone that I have interacted with at Omgeo is very client-focused. People across each function are willing to drop everything and help focus on solving a client issue. The way people rally together here at Omgeo is most impressive.

Q: Each year, Omgeo asks the client community to complete a client value study. Which finding were you most proud of this past year? And where do you see the most opportunity for improvement?

Q: I think the progress we made overall was very impressive. We set aggressive goals for each focus area and exceeded each one of them. Also, 100% of our Advisory Board members across the globe were satisfied with us and all of them said that they would advocate for Omgeo.

As the survey took place during the most challenging time in the marketplace last fall we should all feel really good about the results.

We have opportunity around the Help Desk to continue to make it an even more valuable resource for our clients. We already had many projects underway before the survey results started coming in so I am very confident we will see our scores increase next year. The other opportunity we unveiled through the client value study scores was around navigation and content organization on Omgeo.Com and the Client Center within it. The new and very improved site debuted several weeks ago and looks fantastic!

Q: From your perspective, how do you see the community changing how they prioritize operations and technology in trade processing?

A: Clients are looking to streamline their workflows, reduce costs and mitigate risk. Omgeo has a tremendous opportunity to be an even better partner with the community during these times where there is a greater focus around risk management, understanding collateral requirements, new regulations, etc.

Q: What do you think keeps our clients up at night, and how does this affect your team's strategy?

A: I think our clients continue to worry about market uncertainty, health of their firms and their own jobs. We need to do everything we can to be a great partner and service our clients well, giving them comfort in our abilities across the board from project initiation through ongoing production support.

Q: What is the last book you read? Movie you saw? Album you bought/downloaded?

A: Sadly, I don't really have the time, patience, or attention span for books. I am more of a magazine guy and regularly read *Money*, *Sound & Vision* and *Car & Driver*.

The last movie I saw was the new Star Trek, which was terrific.

My music taste ranges widely. The last 3 songs that I purchased from iTunes were *Hush* by Deep Purple, *I Can Help* by Billy Swan, and *Powerslave* by Iron Maiden.