

Using data at HSBC

James Bickerton, Global Head of Operational Strategy, Global Banking and Markets, HSBC

Chuck Teixeira, Chief Administrative Officer and Head of Transformation, Global Banking and Markets, HSBC

Matthew Sattler, Global Head of Business Insights and Analytics, Global Banking and Markets, HSBC

Karthik Ramakrishnan, Vice President and Head of Industry Solutions, Element AI

Dr Eleni Chatzimichali, Data Scientist, Global Banking and Markets, HSBC

Doina Precup, Head, Google DeepMind and Associate Professor McGill University and MILA

David Veitch, Masters in Statistics, University of Toronto

Nicholas Buhagiar, Masters Student, Computer Science, Ryerson University

Jake Bauer, PhD student Physics, Queens University

Text on screen: HSBC Global Banking and Markets – Using data to shape the future of international business

James Bickerton: Data drives everything that we do. It underpins all of our businesses, all of our activities. It's so exciting to work with data. Because that data doesn't just represent our products and services, it represents our customers.

Chuck Teixeira: We're looking to turn all of that data into an asset by number one, putting all the data together, joining it up, and actually creating a single profile of a customer.

Matthew Sattler: This give us truly that opportunity to have the insights or the foresight about their business needs.

Chuck Teixeira: We have the ability to aggregate all of those datasets together to truly understand, on a global basis, what corporate clients are doing, what their consumption patterns are, and what the trade flow looks like across all these different jurisdictions. So anticipating what a customer's needs are. And actually behaviouralising and then adding it to the historical consumption patterns to do predictive analytics around that customer.

James Bickerton: We have to look at the governance and the people producing the data and make sure that they are producing the right data, at the right frequency, the right quality. So, to approach that, we are doing privacy by design. What that means, is we're designing the mechanisms and the control that we need to make sure we are compliant with our use of data directly into the infrastructure and the scientific capability that we have.

Text on screen: The opportunity

Karthik Ramakrishnan: If any industry is going to be impacted by AI, we feel financial services is going to be one of those areas where it's going to have the maximal impact. By current estimates, we think there's almost a trillion-dollar savings in efficiency through artificial intelligence applications.

Dr Eleni Chatzimichali: So, at HSBC we want to harness the power of machine learning and AI towards creating personalised experiences, as well as tailored products.

Text on screen: Join us

James Bickerton: So, we're looking to hire the brightest and the best. We're hiring globally, so across Hong Kong, London, New York. And actually specifically in Canada as well, we're

looking to build our Centre of Excellence in Toronto to support this initiative, with an academic research arm reaching out into Montreal.

Text on screen: The dataset

Doina Precup: Students look for interesting datasets and the opportunity to innovate in the space of algorithms. And the opportunity to create the algorithms and test them at scale, they'll be very attractive.

David Veitch: HSBC clearly understands the value of the dataset they have.

Nicholas Buhagiar: So, what I like about HSBC is that it gives me a good opportunity, a good forum, to apply the machine learning skills that I've developed.

Jake Bauer: As a data guy myself, the prospect of working with these enormous datasets, that's really exciting.

Text on screen: Advanced machine learning
Latest open source algorithms
10PTB of data available
Global data science workbench

Matthew Sattler: HSBC has a truly unique dataset. It's a very complex dataset, so if you are somebody that's looking to really challenge your skills in these new cutting edge technologies and algorithms, HSBC gives you that opportunity to really flex your math muscle.

Text on screen: To learn more about HSBC, go to [HSBC.com/careers](https://www.hsbc.com/careers)