



USER SPOTLIGHT

Amy Brady

Chief Information Officer and Executive Vice President at KeyBank

About







Headquarters

Cleveland, OH

Asset Size

\$139 billion

nCino Solutions

-  Treasury Management
Sales & Onboarding
-  Small Business Banking
-  Customer Engagement
-  Commercial Banking

Get to Know

Amy Brady is Chief Information Officer and Executive Vice President at KeyBank, one of the largest bank-based financial services companies in the United States. In this role, she is responsible for leading Technology and Operations, a division comprised of more than 5,000 individuals.

When Amy stepped into her role with KeyBank in 2012, she brought with her a unique approach to problem-solving that impressed the rest of the C-suite. She recognized the need for a paradigm shift in the Bank's digital strategy that would transition the focus toward supporting business strategies that drive results through effective partnerships and an empowered, future-enabled workforce. It was this shift that led KeyBank to select nCino's Bank Operating System to fuel its digital transformation strategy in 2013.

In the years since, KeyBank's partnership with nCino has been a key component of its digital strategy and continues to play a significant role in enabling the Bank's success. A forward-thinking leader with a proven history, Amy shares why she values KeyBank's partnership with nCino and how the bank is providing a way for its employees to proactively address the changing demands for skills and experience due to their increased utilization of technology and new ways of working.

"KeyBank's relationship with nCino is one example that proves real strategic partners are the ones who challenge each other. We've challenged some of the product design and nCino's challenged some of our processes, and we've both become better and stronger as a result."

– Amy Brady

CIO & EVP at KeyBank



We Asked, They Answered

You talk often of enabling a future ready workforce; what does this mean to you, and what initiatives has KeyBank undertaken to prepare its employees?

In today's dynamic world where new technology is consistently becoming available and customer demands are evolving rapidly, we all should be thinking about what roles will look like in the future. The banking of today will not be the banking of tomorrow and it certainly wasn't the banking of yesterday. In order to navigate through these changes, we have to have a diverse workforce and people who are willing to challenge the status quo and really bring their authentic selves to work.

At Key, we've been very deliberate and open in our dialogue with our employees at every level about the changes in innovation that we see coming, such as the impact of AI, machine learning and robotics. Roles will be created that we haven't even thought of yet and new skills will be required. While we may not know the full impact these technologies will have, we know that there will be a change in how roles are performed and what skills are required, both on the technology and operations sides. We have a moral and financial obligation to create a workforce that will be ready to face that reality so that we can be prepared to compete.

What is your philosophy on diversity and its role in enabling KeyBank's future ready workforce?

I believe diversity is one of the most important ingredients to your workforce whether it's today or the future. I think of diversity broadly; I think of it in the typical measures where you need to have men and women and different ethnicities represented at the table. But I also think of diversity as representing different experiences and different points of view. Putting someone who has little to no technology experience together with an IT expert or with one of the agile teams that have designers and engineers. Those are totally different styles and skills that they bring to the table, which is why I believe diversity is so critical to any type of innovation. You cannot innovate if you surround yourself with people who look like you, act like you, think like you and whose experiences are just like yours. You might incrementally improve something, but you will not innovate.



How does KeyBank work with technology partners to enable its digital strategy?

Using and leveraging strategic partners to deliver upon our vision is critical. We can't do everything ourselves, nor would we want to. Going back to my earlier point about diversity, when you work with the right strategic partners, they're bringing a different point of view to the table and you're gaining a different perspective or solution that it's possible your team wouldn't have thought of. They may not know your processes as intimately as you do, but sometimes that can be really good! It challenges the way you think and how you've been approaching the problem.

Tell us about your journey with nCino and your plans for the future of the partnership.

We've been on this journey with nCino for many years now, but we started from an unique place. We chose to start with nCino's Treasury Management Sales & Onboarding Solution, which we heard from nCino was not typically where customers chose to start. That was exciting to me, because doing what everybody else is doing isn't going to get you very far. But it was that partnership and seeing the benefits of the product from that collaboration that really gave us the confidence that we could go further and faster to take on some more complex processes. Moving to a cloud-based single platform approach really challenged us by breaking down our own internal silos and opening our eyes to see that this application could serve multiple segments and make us that much more efficient and effective.

It's been a terrific journey so far, but we aren't done. We're going to tackle some of the more complex parts of the commercial credit continuum, and I'm sure we will continue to be challenged. But that's what I love about our work with nCino. They take on the challenge and aren't afraid to challenge us back.