



Northern Trust Corporation
Chicago, IL
www.northerntrust.com

Industry:

Financial Services

Annual Revenue:

US\$2.7 billion

Employees:

9,200

Oracle Products & Services:

PeopleSoft Enterprise CRM
CRM Warehouse
Customer Behavior Modeling
SmartViews
Real-Time Advisor
Sales
Client Manager
Strategic Account Planning
Sales Incentive Management
CTI Integration
HelpDesk for Human Resources
MultiChannel Communications
Support
Support for Customer Self Service

“Through our strategic partnership with Oracle Insight we drove consensus on business processes and value and developed a business case with compelling numbers that justify the investment.” – Diane Spradlin, Senior Vice President, Enterprise Relationship Management

Northern Trust Partners with Oracle Insight to Drive Competitive Advantage through Superior Client Relationships

Northern Trust Corporation is a leading provider of investment management, asset and fund administration, fiduciary, and banking solutions for corporations, institutions, and affluent individuals worldwide. Northern Trust, a multibank holding company based in Chicago, has a growing network of 84 offices in 18 U.S. states and has international offices in 12 locations in North America, Europe, and the Asia-Pacific region. As of March 31, 2006, Northern Trust had assets under custody of \$3.1 trillion, and assets under management of \$653 billion. Northern Trust, founded in 1889, has earned distinction as an industry leader in combining high-touch service and expertise with innovative products and technology.

Challenges

- Establish a single repository for all client, prospect, and third party information
- Support relationship management, a core competency of Northern Trust, with industry leading practices and IT solutions
- Drive consensus across three business units on critical processes and priorities

Oracle Insight Accomplishments & Benefits

- Co-facilitated structured interactions with executive management and more than 100 business and IT leaders
- The Insight team helped Northern Trust drive consensus on vision, strategy, key business processes, solutions, and value among key stakeholders
- The Insight team worked with the implementation partner to develop a cohesive business case and implementation roadmap