



(Translated by Crédit Agricole CIB)

Crédit Agricole CIB: staff on the move

In February 2010 Calyon became Crédit Agricole Corporate and Investment Bank. Eric Baudson, head of the Global IT & Operations department, and Pierre Dulon, head of information systems, discuss the new challenges faced by their department and their staff's career opportunities.



Interview with Eric Baudson, head of the GIO department that combines Crédit Agricole CIB's operational support (middle and back office) and IT functions.

What is the role played by your department within a corporate and investment bank?

GIO has more than 2,000 employees in 30 countries and is a strategic partner for the corporate and investment bank's business lines. Concretely our department implements all the resources needed to ensure the processing of the transactions initiated by the front office business lines while taking constant care to control operational risks. GIO also provides all of Crédit Agricole CIB's business lines and support functions with the information systems and techniques needed for their operation. We also assist our internal clients in implementing their development projects and take part in operational risk control and management by implementing structural security projects.

GIO is motivated by a spirit of innovation and adaptation to market realities; what are the challenges currently faced by your department?

Since the beginning of the financial crisis in the summer of 2007 and the economic downturn that followed, GIO has had to adapt to the new market realities by implementing a strategy oriented to industrialization, cost control and internal transformation. Our main objective currently is to improve our efficiency, the quality of our services and our operational risk control. It is also essential that we maintain our ability to meet all the needs of our clients by providing them with innovative solutions.

You plan to recruit more than 200 employees in 2010; what is at stake in this drive?

This recruitment drive reflects our desire to increase not only our IT staff but also our middle and back office staff in order to accompany Crédit Agricole CIB's development. We thus want to strengthen our internal skills and improve our control by securing our resources. For our Global IT activities we are primarily seeking IT architects, project managers, business analysts, managers and production engineers. For our Operations departments we are looking for middle office operators in France and abroad and client operators with an international orientation for our financing and database activities.

What are the career opportunities for the graduates who join you?

Joining Global IT & Operations means having the opportunity to develop in a department steered by a clear development strategy supported by a three-year transformation plan. Belonging to a global department with responsibility for both IT activities and operations that is close to front office business lines and support functions makes it possible to offer the possibility of cross-business-line careers both in France and abroad thanks in particular to the deployment of projects.

A forward-looking group: Testimony of young GIO staff members



Hugues, 32, project manager Data Quality and Counterparty Risk
Polytech Paris Sud engineering degree

"What motivated me to join Crédit Agricole CIB was my desire to learn about financial markets and my predilection for travel. Having joined the group at the end of 2003, I held a position in Hong Kong before joining the Paris office. My staff and I work on market transactions and monitor the bank's exposure to client risk. To do so we receive information from the front office, the back office and accounting."



Violaine, 34, head of the Project and Change Management unit
Advanced DESS degree in banking and finance from the Sorbonne

"I am the head of the Project team responsible for all aspects of post-trade security within the CMO department. For me, what is special about Crédit Agricole CIB is that it is an investment bank with ambitious goals but which has retained its human dimension. And one that provides young employees like me with excellent opportunities in terms of responsibility and self-reliance."



Fabien, 27, project manager
Telecom Paris Sud engineering degree

"I have been with Crédit Agricole CIB for two years. I began with an international internship program in New York before being hired by the Paris entity. Like a company with an Anglo-Saxon corporate culture, Crédit Agricole CIB is ready to entrust you with responsibilities whatever your age as long as you show that you are able to assume them. This confidence in your potential is truly gratifying and motivating."



Interview with Pierre Dulon, Polytechnique (1985), head of information systems at Crédit Agricole Corporate and Investment Bank

How do you view your role?

IT at Crédit Agricole CIB involves 900 employees and around 1,500 service providers in 32 countries, ranging from system ownership to development and operations. IT is the main production tool for a corporate and investment bank and should be considered as providing a possible competitive advantage. I view my role as the head of information systems as one of a service provider to internal clients made up of the various business lines and support functions. We try to provide them with services adapted to their different functions – front office, back office, finance, risks, etc.

What did you learn from your education at Polytechnique and Télécom ParisTech?

These two schools taught me the rigorous approach that helps me confront and analyze complex problems. While at Télécom ParisTech I was able to complete a one-year internship in London to learn about financial markets and improve my English.

What career opportunities in the IT area do you offer to recent graduates? What type of candidates do you favor?

In 2010 we are launching a recruitment drive for 130 new employees, of which 100 in France and around 30 in Singapore, New York and London. We are seeking candidates with degrees in engineering and business. We are aiming for around 20 recent graduates and 80 more senior candidates with banking or IT experience. We also propose local and international internships and alternating student-apprentice contracts. The extensiveness of the functional and technological subjects dealt with by the information systems department is reflected in the variety of candidates we are seeking. Young recruits are immediately integrated into a team and are rapidly entrusted with full project responsibility.

[Other than skills in IT and telecommunications, what skills are required to work in this field?](#)

The needs of the end-user must be perfectly understood and translated into practical solutions. In addition to technical skills, our staff must be able to communicate with internal clients and manage subcontractors, software developers and service providers both on site and offshore, in an international context.

[You have recently launched a plan for a major transformation of Global IT. What does this involve?](#)

Crédit Agricole has made changes to its business model in order to focus on the development of less risky products. To support this strategy, the information systems department has launched two initiatives: a multi-year plan to overhaul the information system that involves an investment of more than EUR 500 million over four years and a plan to upgrade the IT unit so that it is more efficient. We are currently clearly in a phase of IT on the move.

If you are interested in joining the staff of Global IT & Operations, discover our job offers at ca-cib.com