



NEERU ARORA, SVP, CIO

Neeru is currently SVP, CIO for Volkswagen Credit Inc., a wholly owned subsidiary of Volkswagen Group of America, where she is leading a complete business and technology transformation. She is an enterprising and progressively minded information technology and business executive who has served as an industry leader for over 20 years.



The Volkswagen Group with its headquarters in Wolfsburg is one of the world's leading automobile manufacturers and the largest carmaker in Europe. The Group is made up of twelve brands from seven European countries: Volkswagen, Audi, SEAT, ŠKODA, Bentley, Lamborghini, Porsche, Ducati, Volkswagen Commercial Vehicles, Scania and MAN.

DEPARTMENT BREAKDOWN

WHAT ARE YOUR KEY DEPARTMENTAL OBJECTIVES OVER THE NEXT 6 TO 12 MONTHS?

Digitize the customer experience end of end, drive Operational efficiencies with 100% back office automation, build robust Data Analytics platform in the cloud, build CRM platform for capture 360 view for customers, dealers and cars

WHAT IS YOUR CURRENT TECHNOLOGY STACK?

.NET, Java, AWS, Azure, Informatica, SAS, Cisco

HOW MANY PEOPLE REPORT TO YOU (BOTH DIRECTLY AND INDIRECTLY)?

10 direct, 85 indirect

WHAT IS YOUR TOTAL BUDGET OVER THE NEXT 12 MONTHS PERIOD?

\$150+ million

PROJECT INSIGHTS

PROJECT OR INITIATIVE DESCRIPTION

Our mission is to be best in class software and infrastructure shop in the VW group. This means championing a strategy that uses AI-powered automation and agile development techniques to improve our internal software operations. A key part of this evolution involves upskilling our IT workforce.

WHAT NON-BUDGETARY CHALLENGES DO YOU ANTICIPATE?

Talent and Governance processes for moving to 100% agile by end of 2021

WHAT 3RD PARTIES ARE YOU HOPING TO MEET WITH?

AWS, automation vendors, companies that focus on legacy modernization and agile development

WHAT IS YOUR TIMELINE FOR IMPLEMENTATION?

2021-2023

WHAT IS YOUR BUDGET FOR THIS PROJECT?

100M

What technology/services are of strategic importance to you in the next 12 months?

Please indicate level of need/importance below.

We realize everyone has priorities, so we asked the delegates theirs. This is so that we can create a more personalized experience for all our attendees.

Automating Employee Self Help with a Virtual Assistant	C
Become real-time, agile, and operationally efficient with event-driven architectures and event-streaming	A
Explore digital-first ways to get ideas to market faster and move past organizational inertia to unlock real innovation	A
HGS Digital focuses on Intelligent automation, advanced analytics, and automation-empowered cloud migration	C
Maximizing Innovation with Safe Data Analytics	E
Build an execution model for digital disruption	B
Don't just survive. Thrive in the crisis: Learn how to leverage Gig economy talent	D
Accelerating Network & Security Convergence	C
Reduce costs, transform the employee experience and achieve rapid time-to-value	B
Customer data management. Consolidating all customer data and insights into a single, comprehensive view and using the data for omnichannel engagement in real time.	A
Accelerating business value through data	A
Transforming all relevant data into actionable insights	A
Data transformations with speed, agility and faster time to value	B
Connecting and Distributing Edge and Cloud for an Intelligent Infrastructure	B
Enabling work-from-anywhere with 5G	A
Addressing the skill gap with online learning technology that enables your team to work smarter and keep up in the ever-changing digital transformation era	A
Automating AI & Machine Learning Development with Auto	A