



## Conversation with Chris Betz

**Chris Betz** - Chief Information Security Officer, Amazon Web Services

**David Wright** - President, EUROFI

### David Wright

A very warm welcome to Chris Betz, Chief Information Security Officer at AWS. Chris, we are deeply grateful for your generous support of Eurofi. Today, we will touch on the current geopolitical context, explore how AWS supports its clients, and discuss key themes around cyber resilience, particularly the early impact of the Digital Operational Resilience Act (DORA).

Chris, your recent figures for Q4 were strikingly strong. Given the current geopolitical climate, how are you approaching your business in Europe today?

### Chris Betz

That's the key question, David, and thank you for the kind invitation. It is a pleasure to be here. I have really enjoyed engaging in a series of open and insightful discussions over the past few days, meeting both familiar and new faces here at Eurofi.

From Amazon's perspective, our commitment to Europe runs deep. We have invested over €180 billion in the region and currently employ more than 200,000 people across Europe. So yes, our roots here are significant.

AWS operates eight regions across over twenty European countries, and the local talent is exceptional. One of the things I appreciate most at AWS is our truly global approach—not just in service delivery, but also in technology development. Europe plays a major role here, particularly in cybersecurity and engineering.

For instance, Amazon Linux—our core operating system used by many customers—is developed here in Europe. I'm in daily contact with senior leaders based across

the continent. So, as we navigate what I would call market turbulence, I remain deeply committed to our European presence. Our future investments amount to tens of billions of euros, encompassing new facilities, data centres, and talent hubs. I am genuinely optimistic about Europe's future and determined to remain a strong, reliable partner for European businesses and governments during these uncertain times.

### David Wright

That is very encouraging, Chris—good news for Europe indeed. Could you tell us more about how AWS is helping its vast customer base innovate and optimise their operations? I am thinking particularly about cloud computing, artificial intelligence, generative AI, and advanced security tools. What's the bigger picture?

### Chris Betz

I used to think technology was advancing quickly when I was younger—but every day, it seems to accelerate even more. The critical element for us is enabling people to harness new technologies—not just to use them, but to trust them.

Having worked in banking as a head of security, I know that trust is at the heart of financial services. You must not only be trustworthy, you must earn trust. As we push innovation forward, it is essential to embed that trust into every layer of our systems.

That is where cloud technology shines. It offers a secure, reliable, and trusted foundation for innovation. Take our AWS Marketplace, for example. We strongly believe in offering choice. Through this platform, tens of thousands of companies can provide their services

directly to customers via AWS. These services are easy to adopt, can run on-premises, and often come from well-known European brands.

There are more than 7,900 EU-based solutions available in our marketplace alone. This ability to connect global customers with tailored, local solutions is a powerful enabler of innovation.

### David Wright

Let us talk about cyber resilience. From a global perspective, what can Europe learn from best practices elsewhere? Are we on the right path?

### Chris Betz

Cyber resilience cannot be tackled in isolation. It is a global issue—threats are international and so must be the response. We need cooperation between tech providers, regulators, and financial institutions to ensure secure financial services.

I find the direction of DORA very encouraging. It aims to create consistency across Europe, which is essential for competitiveness, speed to market, and innovation. But for DORA to truly succeed, regulators and supervisors must be equipped with the right tools to adapt and respond.

Globally, I admire regulatory frameworks that are simplified and process focused. With today's pace of technological change—and the evolving nature of cyber threats—static, point-in-time checks are insufficient. Institutions must be able to identify, prioritise, and respond to risks in real time. That agility will be the key differentiator between those that succeed and those that fall behind.

### David Wright

Could you name a few countries that are leading the way here? Where should Europe be looking for inspiration?

### Chris Betz

No single country has it all figured out. However, I see great innovation coming from Singapore and MAS. DORA holds immense promise too, and Europe has the advantage of drawing on the strengths of its 27 member states.

The US also offers valuable lessons. My advice to the EU would be to continue scanning the globe, identifying the best ideas, and integrating them into European

frameworks. There's so much to gain from a global perspective.

### David Wright

You have mentioned DORA—what early lessons should we draw from it, both in terms of compliance and supervision? Is it progressing as hoped?

### Chris Betz

We are still at an early stage. My team and I are engaging with hundreds of financial institutions across Europe. Many are still exploring how to implement DORA without disrupting their operations.

My biggest takeaway so far is that compliance alone will not be enough. Threats are evolving too quickly. We need compliance to be a living, breathing process.

The institutions that are building such dynamic frameworks are adapting faster to DORA and are already preparing for emerging threats not yet covered by the regulation. They will be better positioned in the long term.

### David Wright

AWS operates in a highly competitive market in Europe. Do you expect it to become even more so?

### Chris Betz

Absolutely—and that is a good thing. Competition starts with listening closely to our customers, understanding their specific challenges and strengths, and helping them succeed.

Take generative AI as an example. Our Bedrock platform hosts several generative AI models because we believe in offering choice. Two of the nine models currently on Bedrock originate in Europe. We are proud to support them and help bring their innovation to customers around the globe including in Asia, the US, and here in Europe.

We will keep identifying the best technologies worldwide and making them accessible to our European customers—so they, in turn, can bring their best to the global stage.

### David Wright

Chris, as you will soon discover, Eurofi always runs short on time! We could continue this conversation for quite a while. What's striking about AWS is the scale and

speed of its growth—it's astonishing. I hope it's a driving force for productivity not just in finance, but across the European economy. I'd like to invite your closing thoughts on that.

### **Chris Betz**

When I look at technologies like generative AI and their capacity to enhance effectiveness and efficiency, I am excited about the possibilities. Some organisations are already leveraging these tools brilliantly.

Of course, there are risks malicious actors are also becoming more efficient but overall, I am inspired by how individuals and businesses are innovating with technology. The future holds enormous promise.

### **David Wright**

Thank you so much for joining us, Chris. We look forward to seeing you again in Copenhagen.