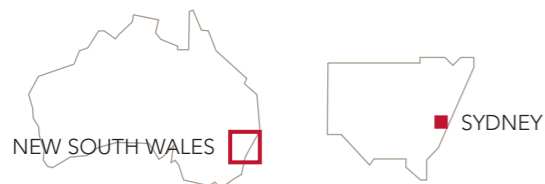


SOME OF CHERYL WOODLEY'S CLIENTS AT RABOBANK AUSTRALIA ARE SO FAR-FLUNG THAT THEY DEPEND ON THE WEB TO KEEP TRACK OF THEIR MONEY. WHEN SHE NEEDS TO ATTEND TO RABOBANK'S OWN REMOTE ACCOUNTS, SHE RELIES ON SUNGARD – INTELLIMATCH NOW RECONCILES ALL HER NOSTRO TRANSACTIONS AUTOMATICALLY



"THE AVAILABILITY OF OUR INTERNET BANKING SYSTEM IS CRITICAL – IT MUST BE AVAILABLE AT LEAST 99% OF THE TIME. SOME OF OUR CLIENTS ARE PARTICULARLY REMOTE AND THEY RELY ON THE INTERNET TO MOVE FUNDS AROUND AND PAY BILLS"



Ensuring that clients in some of the most remote areas of Australia and New Zealand can access their accounts is Cheryl Woodley's priority. Cheryl is chief manager, IT business services group, at Rabobank Australia, the Australasian subsidiary of the Dutch co-operative bank that operates 72 branches from Perth in Western Australia to Wellington in New Zealand and employs around 925 people in the two countries.

Like its Dutch parent, Rabobank Australia specializes in the food and agribusiness banking market. The Australian operation focuses on three core areas in this market – finance to farmers and primary producers; business banking services to middle-market businesses operating in the beverage, food and agribusiness sectors; and sophisticated financial products and services to large co-operatives and corporations.

Cheryl joined Rabobank 10 years ago, just after it bought the Primary Industry Bank of Australia and was setting out on a major expansion plan. "When I joined, technology wasn't a strong point at the bank and we worked to bring it up to speed. It was a challenging and interesting time," she says.

As part of the bank's IT department, Cheryl's business services group manages all the business systems Rabobank uses to service its clients, including the core lending system, the loan origination

system and the general ledger. She manages a team of 25 people, who are mainly business analysts or project managers. "Our branches are very spread out and serve farmers in some of the most remote parts of the two countries," says Cheryl. "We have a relatively small number of high-value clients and the focus is very much on personal service by account managers in the branches."

Because Rabobank's activities span from the individual farmer to agribusinesses, it provides a variety of services, says Cheryl. "We provide derivatives products, such as swaps and options, so businesses can hedge their overseas deals. We provide customized lending services and also undertake equipment financing for farmers who want to lease tractors, for example."

HOME LIFE

FAMILY: "I divorced years ago and am now happily single. My two sisters live nearby."
HOME: "Crows Nest, just over the Harbour Bridge north of the business district."
COMMUTE: "I get a freeway bus that takes about 10 minutes door to door. Sometimes I'll walk across the Harbour Bridge into the office, which takes about 50 minutes."
GREAT THING ABOUT SYDNEY: "There are fantastic restaurants, lots of water and plenty of places to walk."
PASTIMES: "I go to the movies two or three times a week. I also like reading, walking and swimming."
VACATION: "I love going to Europe every couple of years. Italy, particularly Tuscany, is a favorite. Closer to home, I go to the Sunshine Coast in Queensland."
CHILDHOOD DREAM: "I always thought I would be a florist because I love flowers."
EDUCATION: "I left school at 15 and didn't begin studying again until I was in my late twenties. I have a Bachelor of Business in accounting, am a CPA and have almost completed a MBA."

ALL IN ONE ON THE WEB

Rabobank supplements its branch network with Internet services, through which clients can undertake their banking activities, including accessing the All In One account, designed specifically for the farming sector. The account enables farmers to combine all of their main banking requirements, including loan, transactional and overdraft facilities, into a consolidated account.

"The availability of our Internet banking system is critical – it must be available at least 99% of the time," says Cheryl. "Some of our clients are particularly remote and they rely on Internet banking to move funds around and pay bills. The Internet is critical to these people because getting to a branch is not as straightforward as it is in a major town." Also, many clients need to do their banking out of office hours to fit in with their farming activities.

As the bridge between the IT department and the bank's business divisions, Cheryl's team liaises with all parts of the business. She enjoys a good working relationship with "everyone in the bank, from the executives down. Rabobank has quite a flat structure; you can go straight to the person you need to speak to. I deal with a variety of people, from computer operators, account managers, people in operations or in business management, and traders in the dealing room."

In 2002, the bank implemented SunGard's IntelliMATCH reconciliation product for use in its nostro accounts. Nostro accounts are facilities that are held with a bank overseas, usually in the currency of that foreign country. "Before we installed IntelliMATCH, reconciliation of nostro accounts was done manually. It is now fully automated for all of the nostro reconciliations we do each day," says Cheryl. "We also do three-way reconciliations

WORK LIFE

BUSINESS HOURS: "The hours are very flexible, but usually I start at around 8:00 a.m. and finish at around 6:00 p.m."
OFFICE: On Pitt Street, near Martin Place, in Sydney's central business district.
DESK HYGIENE: "I am generally tidy and well-organized, with occasional lapses into a mess when it's frantic."
OFFICE DÉCOR: "Every Monday I buy flowers – I like something nice on the desk. I also have a few photos of my cat, Nikki!"
PERSONAL ORGANIZATION: "I use a Blackberry, which lets me deal with e-mails when I'm not in the office."
WEEKEND WORK: "I don't have to, but sometimes I will go in to catch up."
CORPORATE CULTURE: "The doors to offices are nearly always open and the bank is very service- and client-oriented."

between our source system, general ledger and data warehouse for many internal accounts."

During her 20 years in IT, Cheryl has accumulated a great deal of project management experience. The key to success, she says, is to pay particular attention to the planning stage. "Everyone always underestimates how long a project will take. I think many projects fail or go over budget because of this one reason. If you try to be very realistic about dates and build in contingency, rather than planning to a deadline date, then you will have a far better chance of success."

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