



**SUNGARD** AMBIT EXCEPTION  
MANAGEMENT

Knowledge-  
Based Exception  
Investigations

# AMBIT EXCEPTION MANAGEMENT DELIVERS KNOWLEDGE-BASED EXCEPTION PROCESSING

Banks and other financial services organizations today are under growing pressure to streamline back-office processes and increase straight-through processing (STP), while at the same time work to devise ways of lowering operating costs. Exceptions, whilst representing a minority of transactions, are in fact eating up the majority of back-office costs within financial institutions. In order to be successful, banks must therefore take on the automation challenge so they can reduce processing time and mitigate risk associated with manual matching.

**Banks are putting more and more pressure on their payments operations in their efforts to improve their customer service offerings.**

SunGard's Ambit Exception Management can help by providing financial institutions with a complete platform for optimal investigations research. Ambit Exception Management fully automates the processing of payment failures, system alerts, and customer inquiries for straight-through exception processing across payments - nostro, securities, and treasury, throughout the lifecycle of a transaction. Ambit Exception Management helps your organization to mitigate financial and operational risk, reduce costs and increase productivity.

## **AUTOMATE THE RESOLUTION OF EXCEPTIONS PRE-AND POST-SETTLEMENT TO CONTROL OPERATIONAL RISK, IMPROVE SERVICE LEVELS AND REDUCE COSTS**

The advent of real-time processing and a reduced settlement window is increasing operational risk within financial institutions. You need to automate the transaction lifecycle to keep up with the speed of doing business today. The ability to identify exceptions early in the transaction lifecycle and resolve those exceptions pre-settlement is key to mitigating risk and reducing costs.


## **SHORTEN INVESTIGATIONS CYCLES**

Investigations handling is often staff-intensive and characterized by manual processes. Ambit Exception Management delivers a holistic approach that identifies, assesses and controls exceptions to automatically resolve customer inquiries, payment failures, trade breaks, reconciliation failures and alerts from other systems. This unique knowledge-based system ensures that pre- and post-value exceptions are automatically resolved according to your organization's best practices.

## **CONTROL MORE THAN JUST RECONCILIATION EXCEPTIONS**

Ambit Exception Management's open platform ingests exceptions from reconciliation systems and is able to handle exceptions from other sources - external parties, over drawn accounts, disparate internal systems and customers. These exceptions are managed for any





cash or securities - based instrument at any point in the transaction lifecycle - from inception through confirmation and ultimate settlement.

## SWIFTNET EXCEPTIONS & INVESTIGATIONS READY

Banks are putting more and more pressure on their payments operations in their efforts to improve their customer service offerings. Many processing units within the payment chain achieve impressive STP rates, with only between 1 - 2% of all payments instructions giving rise to an exception. However, the management of exceptions and investigations remains one of the most resource-intensive activities for a payments institution. 60% of all payment investigations occur from one of four activities:

- Request for cancellation
- Request for modification
- Unable to apply
- Beneficiary claims non-receipt



gations, whilst reducing your enquiry costs and improving customer service.


The solution helps a bank to manage exceptions and investigations efficiently and safely with entirely automated processing. SWIFTNet E&I provides a common ground for financial institutions to communicate when working to resolve exceptions. A bank is therefore able to drive process optimization through better data quality and transparency, thus reducing cost of exceptions.

**Ambit Exception Management enables your investigations processes to operate worldwide.**

## MANAGE EXCEPTIONS PRE-SETTLEMENT

Ambit Exception Management automatically resolves alerts received from transaction processing systems. This unique transaction enrichment, enhancement and repair enables an organization to manage exceptions before they create a settlement incident and prevents financial and reputation loss. Ambit Exception Management delivers full customer inquiry, transaction and payment investigation functionality for exceptions received from other parties via a message network (such as SWIFT, FedWire, CHIPS, CHAPS, etc.) or received manually, allowing users to:

- Qualify, research and maintain investigation cases
- Automatically generate and receive correspondence
- Create ledger and payment adjustments
- Calculate, pay and claim compensation



SWIFT developed a solution to support increased automation of these four exception types through the introduction of:

- 16 SWIFT Standards XML messages
- A rulebook, comprising usage, operational and business rules to reflect best practice

Ambit Exception Management processes the SWIFTNet Exceptions & Investigations messages and adheres to the usage rulebook helping to improve automation and exception processing of payment investi-

- Automatically manage the investigations process throughout the organization

## LEVERAGE AUTOMATION THROUGH BEST PRACTICES

Users are able to input their organization's best practices into Ambit Exception Management. They use decision diagrams or flow charts, employing business terminology - rather than scripting or programming languages. Procedures that are maintained in these workflows are easily implemented by the organization's business experts and, just as easily, improved over time.



Ambit Exception Management applies this embedded business knowledge to reason about and resolve exceptions. Knowledge-based agents research and gather case information to assess the exception and either automatically perform the steps necessary for resolution or prompt the investigator to act.

## ACHIEVE REAL-TIME OPERATIONAL EFFICIENCY

Ambit Exception Management enables your investigations processes to operate worldwide. 24/7 constant case processing (creation and distribution of cases, review of pending cases for new action and escalation on an ongoing basis) enables faster closure and enhanced quality of investigations.

This helps you provide consistently high quality service to your internal and external customers. Resulting productivity improvements free your investigations staff to deal with only the most complex and sensitive exceptions.

Offering complete security and ease of integration to other systems, Ambit Exception Management uses rules based, best practice workflows to seamlessly integrate the research process.

## REAL-TIME MONITORING AND CONTROL

The Ambit Exception Management Dashboard provides a real-time, consolidated view of business and operational data across your organization. User-defined 'Key Performance Indicators' ensure you graphically monitor the information you need. Item level drill down enables you to move directly to the application to take action on items that need immediate attention.

## REDUCE RISK

- Automated resolution of exceptions pre-settlement



- Open architecture that easily integrates with your existing infrastructure or third party systems
- Extend exception processing across the enterprise

Accessing relevant transaction history is critical to implementing straight-through exception processing.

### INCREASE EFFICIENCIES

- Reduced resolution times through real-time case management and investigations
- Seamless integration with Ambit Reconciliation or other reconciliation systems to automatically resolve unmatched transactions
- User-defined workflows reflecting your institution's best practices require no human intervention to process cases
- Industry standard messages ensure seamless processing

### ATTAIN STRAIGHT-THROUGH EXCEPTION PROCESSING

Accessing relevant transaction history is critical to implementing straight-through exception processing. Ambit Exception Management provides automated transaction research via a framework offering



direct access to data from the source system; this removes the risk of data obsolescence. Offering complete security and ease of integration to other systems, Ambit Exception Management uses rules based, best practice workflows to seamlessly integrate the research process.

Ambit Exception Management also offers a fully configurable data repository to store research data independent of the source system providing a historic view of the transaction data. Known as Ambit Research, the research repository can also be implemented as a standalone data warehouse providing centralized access to important business data.



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