

## SUNGARD SERVICE BUREAU FOR BANKS: FROM IN-HOUSE OPERATIONS TO SOFTWARE AS A SERVICE

The recent economic downturn has led many banks to reexamine their infrastructure and business applications, and look for ways to provide a better service with greater efficiency and at lower infrastructure and operating costs. Concurrently, banks need to be competitive and offer a wider range of financial services to their customers. Both considerations are leading banks to adopt the SaaS approach for their messaging needs.

### **Drivers for moving to a service bureau**

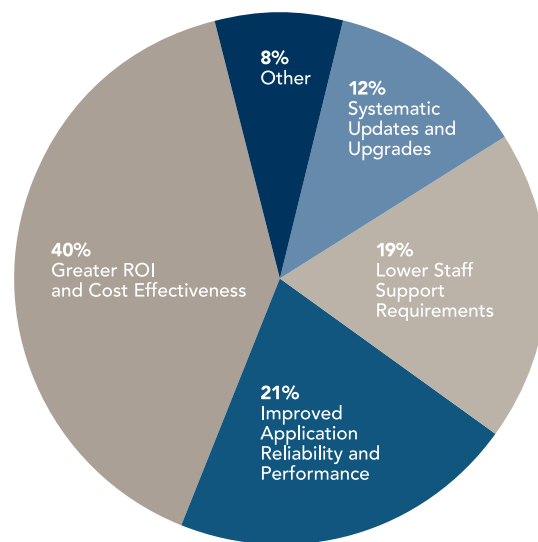
- Reduce operational costs
- Simplify the addition of new services, formats and gateways
- Eliminate the need for upfront investment in expensive infrastructure (HW / SW)
- Meet the requirement for business continuity in a global environment

### **FOCUS ON YOUR CORE BUSINESS AND ELIMINATE NON-CORE ACTIVITIES**

By using a service bureau for SWIFT access and messaging needs, banks can focus on their core business. They no longer need to invest in expensive infrastructure that is not justified by their messaging needs, or worry about changing messaging standards. An example of this is the SWIFT requirement to be able to process MX standards (ISO 20022). To banks using a service bureau this change is basically transparent. In addition, they also eliminate the complexity of connecting to, and using SWIFT.

### **Benefits of using a Service Bureau for Messaging**

- Fixed known cost, without the requirement of upfront capital expense
- Fast roll out of new services
- System continuity –high availability and disaster recovery resilience
- 24/7 support and monitoring
- Scalability – grows with your requirements



**Benefits of Using SaaS • Source: Cutter Consortium**

### **MESSAGING BECOMES SIMPLER WITH SUNGARD SERVICE BUREAU**

SunGard Service Bureau has been offering its services to financial institutions and corporations for many years. It offers reliable, efficient, and cost-effective messaging, not only for SWIFT, but also for other networks, such as SIC and SECOM, and Euroclear CCI over both SWIFT and BT.

### **SunGard Service Bureau Features**

- Profound expertise in messaging applications and infrastructure
- Resilient and secured environment providing full business continuity
- 24/7 technical support and system monitoring
- SWIFTNet enabled – FIN, InterAct and FileAct services
- Swiss Networks enabled – SIC/euroSIC/SECOM
- Fully SAS70 auditing standard compliant
- Full integration with back office applications
- Native XML and MT-MX transformations using SWIFT's SDK MT/XML Schema Library
- Message handling for any format
- Flexible business logic
- Scalable deployment
- Testing/development environment

## SUNGARD SERVICE BUREAU ADDED VALUE

SunGard Service Bureau provides everything you need under one roof, infrastructure, messaging application, and connectivity. In addition, it provides the following features that are unique to its offering.

- Multi-gateway, such as SWIFT, SIC and SECOM, Euroclear and Fix.
- Same look and feel for the processing of any message, regardless of the network or message type.
- Complete duplication check of both incoming and outgoing messages and files.
- Integration with multiple AML services, such as SunGard's Ambit AML, Accuity's FACFilter, Fircosoft's Hotscan, etc.
- User friendly, business oriented interface, including a dynamic dashboard, flexible view of various business situations, graphical, rich and personalized reporting engine, and Web 2.0 environment enabling the web application to look and feel like a desktop application.
- Extensive and flexible business monitoring capabilities, including e-mail notification for any event, such as exception messages.

### Benefits of Using SunGard Service Bureau

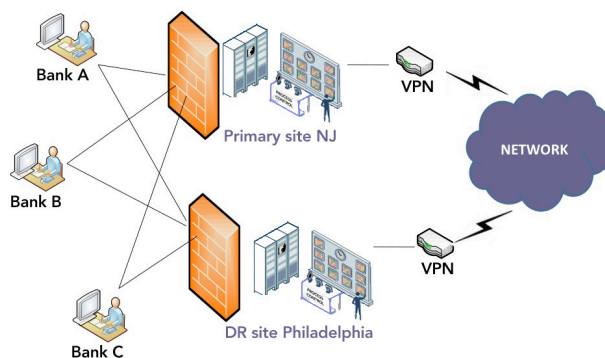
- Profound expertise in various networks, IT, payments and securities, all from a single source
- Savings on staff, hardware and software
- Savings on messaging traffic fees
- Conversion between proprietary and all network formats
- High level of business continuity thanks to back-up data center
- No operating or maintenance work
- Rapid implementation of customized solutions
- New SWIFT or other standards rollout is transparent to the user

SunGard Service Bureau offers the infrastructure, connectivity, business application and experienced personnel to run your messaging requirements. It uses Ambit Messaging Hub as its state-of-the-art messaging platform. The architectural foundations of Ambit Messaging Hub provide strength and flexibility that is translated into powerful functionality.

While you are considering the use of SunGard Service Bureau, our experienced project team will sit with you and analyse your requirements, on the types of services and messages used, and any specific customization requirements you may have, such as transformations from back-office formats to the network standard.

SunGard has over 25 years of experience in SWIFT messaging and has an expert trained staff with extensive SWIFT knowledge to help you implement the project.

### SunGard Service Bureau



For more details on SunGard Service Bureau visit our website at [www.sungard.com/ambit](http://www.sungard.com/ambit) or contact us at +1-800-825-2518.