



SUNGARD AMBIT RESEARCH

Interactive Web
Self-Service Research
& Investigations

INTERACTIVE WEB SELF-SERVICE RESEARCH AND INVESTIGATIONS

Today's banking customers are looking to their financial institutions to provide more sophisticated benefits such as the ability to view account information online, streamlined payment services and a consistent and consolidated interface for viewing data, regardless of where they are viewing this information from in the world. To remain competitive, financial institutions must offer customers a secure way to access this type of information in real-time.

SunGard's Ambit Research can help by offering your financial institution a self-service solution that extends your straight-through processing (STP) platform to customers. Corporate, institutional and bank-to-bank customers see customer service as a key differentiator when choosing a bank. Ambit Research can help set your bank stand apart from the competition by providing a means for customers to view detailed transaction and statement data, as well as to interactively research and investigate exceptions over the Web.

EXTEND RESEARCH AND INVESTIGATIONS TO CUSTOMERS FOR OPERATIONAL EFFICIENCY AND REDUCED COSTS

Benefits to Service Providers

- Reduce customer service costs
- Maintain a competitive edge
- Improve customer service, loyalty and retention

- Increase productivity through customer driven investigations
- Reduce investigation resolution times
- Produce new revenue streams and fee income
- Achieve fast time-to-market

Benefits to Your Customers

- Reduce risk through timely account monitoring
- Take part in reducing investigation resolution times
- Improve customer service to their customers
- Increase efficiencies within their operations
- Make better funding decisions

INTERACTIVE SELF-SERVICE

Ambit Research provides an interactive user experience. Not only can your customers view their information online, they can self-resolve inquiries by integrating with your investigations processes. They can communicate with your investigations staff to launch an investigation, view case status and case correspondence and, ultimately, resolve cases more quickly and effectively.

STREAMLINED PROCESSES IMPROVE EFFICIENCY

This streamlined approach to customer service and exception processing reduces your back-office costs and improves efficiency. Your customers will be able to lower their financial risk by improving their exception processing in two ways - by self-resolving their inquiries through access to transaction information and by improving communication directly with your exception processing solution and/or





investigations staff. Exceptions are identified and resolved more quickly, reducing the time an item remains outstanding, and reducing risk significantly. Both banking and securities service providers and their customers achieve gains in productivity and reduction in costs and risk-streamlining processes in a push toward STP.

Ambit Research is an interactive customer self-service solution that extends your STP platform to customers.

RAISING THE BAR ON CUSTOMER SELF-SERVICE

Meet the Demands for On-Line Information

Users can log-on to research their statement and transaction data in real-time, launch queries if they require further information and check the status of an investigation.

Full Drill Down Functionality

For further information, users can drill down to more granular information such as SWIFT messages, and can reference all related transaction lifecycle history.

Integrate Your Investigations Processes

Ambit Research integrates seamlessly with Ambit Exception Management to enable customers to make inquiries and to directly launch investigations. If your clients need further information or wish to initiate an investigation, they can simply click to immediately initiate a case and investigation.

Automated exception processing takes it from there to research, reason about and resolve the exception based upon your institution's best practices workflows. Ambit Research can also interoperate with your in-house investigations processes and Web overlays.

BALANCE AND TRANSACTION REPORTING

Ambit Research offers cash and collateral managers real-time balance reporting to enable better funding decisions and liquidity management for reduced risk. Correspondent banks can expose transaction information to customers for an immediate real-time view of positions.

BUY VS. BUILD

Ambit Research is a faster approach to meeting your market's demand for value added Web services, while leveraging your exception processing platform. The solution provides rapid time-to-market with pre-built data templates and queries. SunGard has created business-specific research database templates for Web self-service research and investigations, allowing your clients to research against a rich data repository for full transaction lifecycle history.

The Ambit Research engine is delivered with a library of pre-defined templates which interpret standard transaction types into a format that can be exposed to your clients. These templates cover a host of SWIFT messages, domestic payment and settlement types, as well as clearing and accounting schemas.

CREATE NEW REVENUE STREAMS

The flexibility of Ambit Research enables many new revenue opportunities. You can configure the transparency of information to clients based on a subscription model, open new tiers of the market and leverage cross-selling opportunities.



www.sungard.com/ambit

For more information, contact us at ambitinfo@sungard.com

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SunGard's solutions for banking are used by more than 800 banks in 70 countries including 41 of the world's top 50 banks. SunGard provides a comprehensive core banking solution and best-of-breed point solutions for retail, commercial and private banking, straight through enterprise processing, treasury management, finance, risk and compliance, including Apsys, BancWare, STeP and System Access.

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