

BUSINESS SERVICES PRACTICE AREA

Approach your projects with confidence

As a financial services firm creates new businesses and product lines, their IT infrastructure develops new systems, interfaces and processes to support them. Over time, this can lead to inefficiencies; error prone, manual processes; and ad hoc spending to keep up with requirements, rather than a long-term, budget strategy.

However, with the advice of Professional Services' business services practice area, firms can approach business and technology projects feeling confident that they can meet deadlines and achieve their goals.

The business services practice area can assist with challenges such as:

- A lack of straight through processing, including batch processes and reconciliation breaks
- Multiple silos of data that are not integrated
- The need to keep up with rapid increase in volumes
- Programs and projects that overrun deadlines and do not meet initial expectations
- Developing and testing high-end systems for maximum efficiency and quality

For example, the business services experts can evaluate legacy processes to determine how they can be made more efficient and real-time. They can also analyze the IT architecture to find ways to maximize capacity and efficiency, while advising customers on how to manage their hardware on a long-term basis.

In addition to increasing efficiency and reducing costs, working with the business services specialists can help identify new business opportunities. For example, the team can advise firms on how to bring together data from independent silos into a centralized and efficient structure – and then how to leverage that data to develop new lines of revenue.

Other services include:

- Program management
- Business and technology consulting
- Data management consulting
- System integration and implementation
- Software quality assurance and testing services
- Staff support and augmentation

Case study: Credit approval and rating process automation

A large European bank wanted to automate and streamline its credit approval and rating process across its private banking, corporate banking and real estate businesses. The legacy IT environment had 12,000 users worldwide (5,000 concurrent), ran 10,000 processes per day, and had been in-production since January 2004. However, it could not support new strategic projects for risk management automation and compliance.

The bank turned to SunGard. The Professional Services' business services practice area used SunGard's Infinity solution to provide process automation and integration with the existing IT environment.

Due to this project, the bank became Basel II-compliant and gained real-time visibility over credit approval status and auditability, automated processes, and improved throughput time from four to five weeks to one week. In addition, the customer extended the project to cover call center optimization and automation.

Case study: IT architecture advisory

Matching millions of OTC orders each day with an average 350 millisecond turnaround, a major ECN operates on a high-availability run on more than 36 Sun servers and has multiple data feeds and links to customers and electronic marketplaces. But despite hardware upgrades, the ECN still needed to increase application capacity in order to handle greater volumes and improve turnaround times.

The business services practice area applied SunGard's proven architecture and performance assessment methodology to determine capacity constraints, architecture improvements, code modifications, and priorities for technical planning.

The team also identified over 50 specific opportunities and prioritized them into planning roadmaps to address the customer's future needs.

As a result of this initiative, the ECN can process orders 400 percent faster while handling four times the volume and up to 150 million messages per day. In addition, the organization avoided over \$300,000 in additional hardware purchases.

KEY BENEFITS OF THE BUSINESS SERVICES PRACTICE AREA:

- Helps increase efficiency and reduce costs
- Provides expertise and experience from across SunGard
- Helps ensure that initiatives meet time and cost targets as well as strategic business goals
- Develops long-term strategies for managing capacity and volume increases
- Helps identify new business opportunities

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