

## SOLVE MORE PROBLEMS WITH PROFESSIONAL SERVICES

*Manage business and technology changes, address resource constraints, increase efficiency and reduce costs*

Now more than ever, financial services firms need to actively find areas to increase efficiency and to reduce internal and external costs. They must also make the right strategic decisions in order to stay ahead of the competition and be successful. Yet with pressure to reduce headcount, firms may not have the experience or knowledge internally that they need for every project.

The Professional Services experts within SunGard's Brokerage & Clearance business understand the intricacies of the financial services industry, the challenges firms face, and the goals they want to achieve. They can help firms manage business and technology changes and respond to market developments.

These specialists offer deep knowledge of the brokerage and clearance sector, from trading and data management to operations and settlement. Collectively, they have decades of technical, subject matter and business expertise. As a result, they can provide valuable advice on issues ranging from business, compliance and operations reviews, to data normalization, tax reporting and new client onboarding. They can also augment internal efforts to meet industry requirements for continuing education, improve internal training, and increase internal efficiencies by documenting systems and roles.

### **Focus on core competencies**

By working with a Professional Services team, firms can learn how to better leverage their IT and operations infrastructure, helping them to focus on their core competencies and on serving their clients. Many Professional Services specialists have worked on the design and build of core SunGard applications, so they know the systems from the inside out.

These specialists also offer expert knowledge in custom application development and Software Quality Assurance and testing, manage and support integrations and implementations, and handle data center operations and outsourcing.

Consulting and project management are another key to successful operations. The Professional Services experts provide business, technology and data management consulting services as well as project management and program management/governance expertise and services. Every project is governed using a disciplined approach and PMO tools and techniques.

### **Individual support**

Each customer is assigned a team that has broad-based business and technical experience, which the team leverages for the most beneficial project outcome. Each team is assembled based on that customer's particular needs and constraints.

SunGard's flexible global delivery model enables it to provide staff in all major financial centers, as well as cost effective teams in India, China and Tunisia. Teams are based in the same time zones as the firm's own staff, and support is available on a 24/7 basis according to the "follow the sun" model.

## KEY BENEFITS OF PROFESSIONAL SERVICES:

- Enables financial services firms and their staff to focus on core competencies while leveraging SunGard's experience and industry knowledge
- Helps ensure compliance with new and existing regulations and rules
- Helps identify areas of inefficiency and reduce costs
- Provides expertise in business, technology and data management issues
- Helps firms manage business changes, such as mergers and acquisitions, and marketplace events
- Helps organizations fully understand the capabilities of their systems and infrastructure
- Is able to identify industry-wide best practices in a wide variety of disciplines

## NEED MORE INFORMATION?

Contact your sales representative at  
**+1-800-825-2518** or visit us at  
[www.sungard.com/solvemoreproblems](http://www.sungard.com/solvemoreproblems).