

## PHASE3 WORKFLOW FOR ACAT

*Maximize operational efficiency with Phase3 Workflow for ACAT*

Brokerage firms are increasingly expecting their operational staff to do more with less; they need to handle greater volumes of work with the same or fewer people, support the introduction of new products using existing systems and staffing, and increase client satisfaction and enhance compliance/regulatory controls.

Increasingly, operations departments are turning to their IT departments and software vendors for solutions that allow them to take on more work without adding to headcount, hiring temporary employees, or paying overtime. In addition, they want to reduce the need for expensive and highly skilled staff.

The Account Transfers (ACAT) process is a particular challenge. Processing ACAT requires highly specialized knowledge of both the NSCC ACAT system and the firm's back-office system, which means that firms need highly knowledgeable employees.

In addition, the ACAT process involves many internal departments, including ACAT, margin/credit, front office or sales, the mutual funds group, the options group, cashiers and the FX desk. The information required to move an account transfer through the process must be collected from multiple places on a variety of systems. With the shortened ACAT settlement cycle, the impact of manual processes, manual decision making and manual prioritizing adds to the pressure on staff to identify and turn around time-critical transactions in order to meet the NSCC deadlines. At the same time, there is a need for greater transparency and controls and better customer service for all transfers of customer assets – both ACAT and non-ACAT.

Phase3 Workflow for ACAT, a module of the Phase3 system, can help automate traditionally manual decision-making processes and manual back-office transaction processing by efficiently organizing transaction-based and reference data from multiple sources into a single, accessible and manageable Customer Transfer Transactional Lifecycle Workflow Engine and Repository. The module helps brokerage firms capture, validate, process, archive and deliver ACAT and non-ACAT transactional information seamlessly across all operational areas, from front to middle to back.

### ***Straight Through Processing***

Phase3 Workflow for ACAT's configurable rules engine is designed to quickly implement account transfer (ACAT and non-ACAT) business rules and workflows in order to automate traditionally manual back-office processing, decision making, and exception processing. The workflow module captures and centralizes all of the transactional, account, and security reference data needed to evaluate and process brokerage operations transactions. NSCC ACAT deadlines are built into the prioritization process.

Phase3 Workflow for ACAT identifies routine transactions and processes them through to completion without user intervention because decision making, transaction entry, and prioritization and escalation rules are all automated. In addition, the solution identifies non-routine transactions that require user intervention and routes them to the appropriate business process workflow.

With Phase3 Workflow for ACAT, customers can simplify and audit the communication channels between the front, middle and back office, while eliminating faxes, e-mails, phone calls, hard copy reports, journals and logs.

Phase3 Workflow for ACAT comes with out-of-the-box best practices for brokerage operations, so customers can quickly implement a set of standardized business rules. They can also work with SunGard's Professional Services consultants to tailor the solution to their own requirements or to connect to other front-, middle- or back-office systems.

The solution is available on an ASP basis and runs on SunGard-hosted systems. As a result, customers can rely on SunGard's deep experience in hosting and long track record of reliability. Moreover, SunGard manages all software or hardware updates, lifting that burden from the customer.

## KEY ADVANTAGES OF PHASE3:

### ***Increases transparency and control over the ACAT and non-ACAT process***

Phase3 Workflow for ACAT provides management with tools that provide a current view of the status of in-process customer transfers. It also allows users to establish automatic escalations and includes an audit trail of every step taken in the customer transfer lifecycle.

### ***Helps improve operational efficiency***

Phase3 Workflow for ACAT automates work distribution, eliminates numerous manual steps and automates communication among departments, helping to increase accuracy and reduce the opportunity for creating errors.

### ***Helps reduce compliance risk***

Phase3 Workflow for ACAT helps customers meet deadlines by prioritizing work based on time-critical dependencies and NSCC timeframes.

### ***Leverages SunGard's deep experience in business continuity and robust infrastructure***

As an ASP solution, Phase3 Workflow for ACAT eliminates the cost and other resources required to maintain a system. In addition, customers can feel reassured by SunGard's track record of reliability and experience in hosting.

Take advantage of deep brokerage knowledge and Business Process Management capabilities - plus Professional Services customization - from one vendor.

## NEED MORE INFORMATION?

Contact your sales representative at +1-800-825-2518 or visit us at <http://www.sungard.com/phase3>.

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