



SUNGARD ANALYSTS' DAY

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TRANSPARENCY • EFFICIENCY • NETWORKS

WHAT'S YOUR POSITION?

SUNGARD[®]

TEN IN PRACTICE

SunGard as a Service Provider

Mack Gill, president, SGS

Clare Porter, svp, Infinity

Introduction



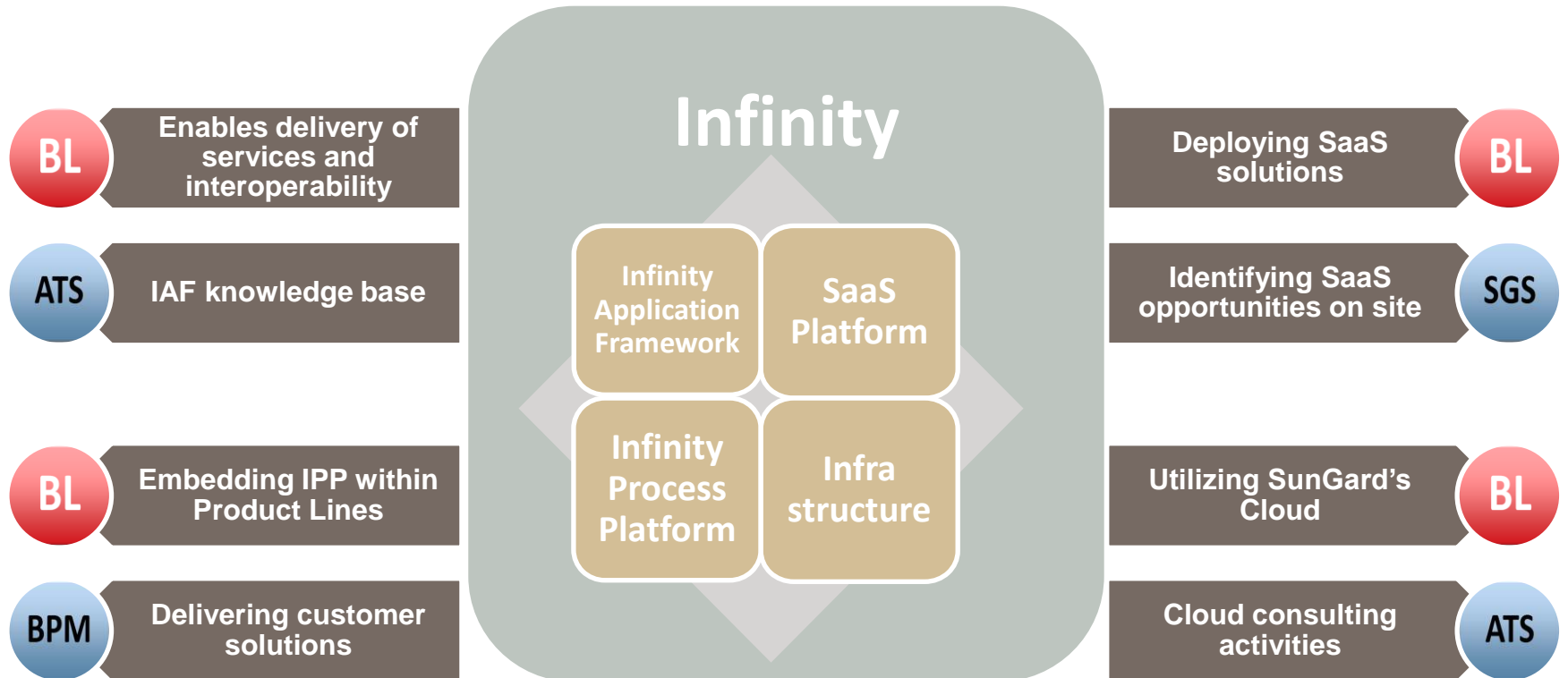
SunGard's Strategic Imperatives

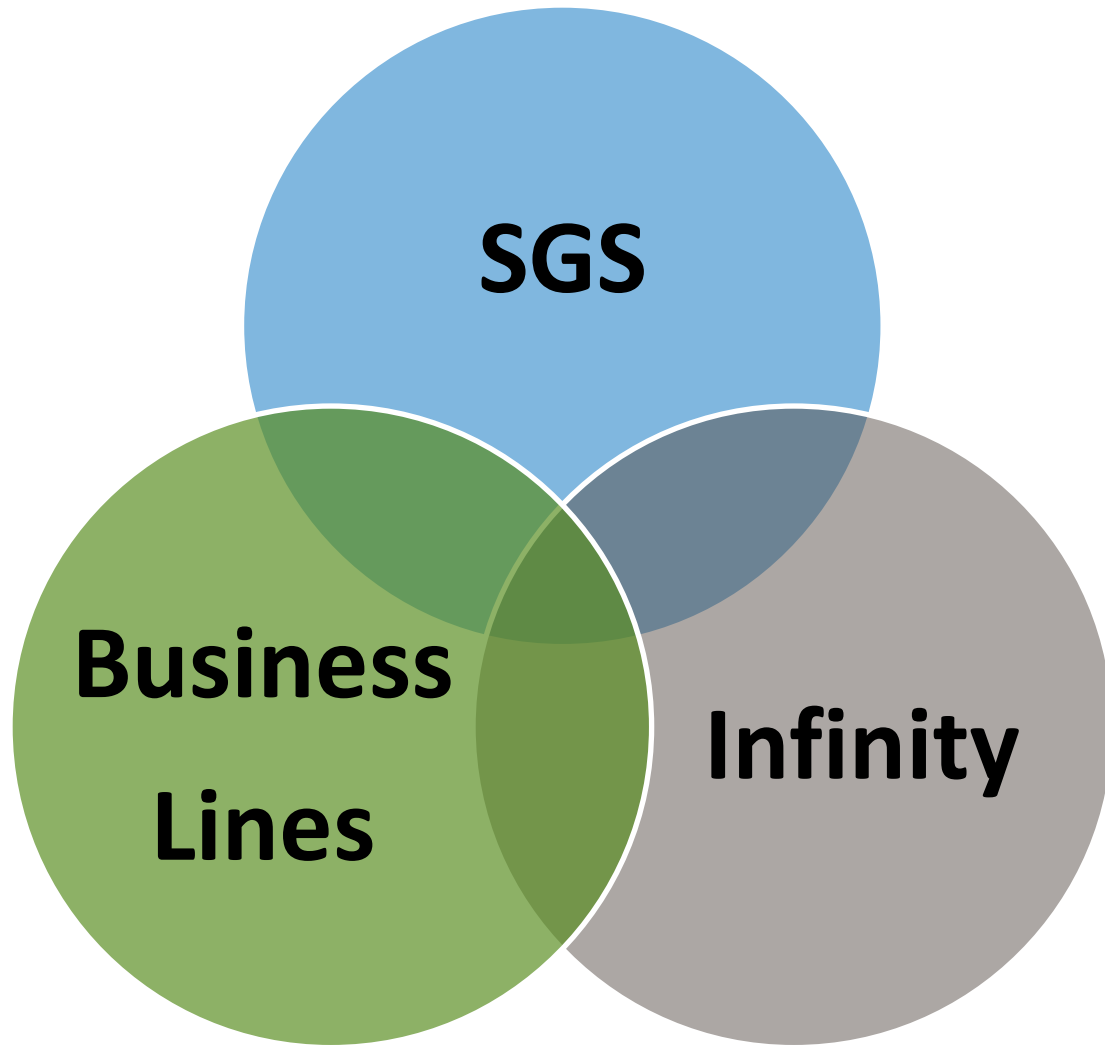
- Component-ize our applications and share across our solutions to leverage our size into economies of scales while remaining agile
- Integrate all aspects of BPM into our applications to lead process automation in the financial services industry
- Make it easy for customers to buy multiple solutions from us as they reduce the number of vendors they do business with
- Build a strong professional services business around our applications to help our customers build customized processes

How does the customer benefit?

- Added value for existing applications
 - Access to broader capabilities through single vendor
 - Easier process to upgrade installed solutions
- Create new solutions to solve major pain points
 - Mash up of SunGard capabilities
 - Business process management and SOA layer
- Quickly roll out proven solutions to support new markets or geographies
 - Capture revenue growth opportunity quickly
- Deepen relationship with SunGard
 - Customers want to rely on fewer strategic partners

How do we do this?





SunGard Global Services



Role of Global Services

- 5,000 person global services organization focused on financial services and energy
- Creation of six global service lines represented regionally and backed up by dedicated sales and global delivery team
- Clearer integrated interface to partner with SunGard business lines and support product sales
- Provides domain and technology leadership to support SunGard business line sales

Scope of activities

SunGard Global Services

Global Service Lines

**Advanced
Technology
Services**

**Business
Process
Management**

**Information
Management**

**Testing
Services**

**Managed IT
Services**

**Business
Process
Outsourcing**

Infinity

Market Leadership and Depth

- Deep domain expertise across financial services and energy
- No one knows our products & surrounding ecosystem better than we do
- 360° business and technology knowhow around all major ecosystems
- Ahead of the curve in third party technologies due to strategic partnerships
- Scalable global delivery model and global footprint allow us to support clients wherever needed
- Cross industry reach helps customers navigate through change, including regulatory reform

The Right Partner, Right Now

- Accelerates our ability to drive efficiency savings for customers
- Structure allows us to foster more big dollar engagements
- Feeds FS opportunities into our Infinity product development strategy
- Allows high value SaaS opportunities to be architected by our consultants
- Incubates technology advances, collaborating with Infinity group, facilitating early adoption

Global Services Helps Customers Expand Market Share

Background

- Large financial holding company with \$1.9 T under management was looking to reduce operational costs while increasing revenues from outsourcing trust accounting services

SunGard Solution

- Implemented a comprehensive hosted offering so customer could reduce IT operational costs by outsourcing key service areas to SunGard
 - Included help desk, application production support, custom development, software quality assurance, end user training, and infrastructure hosting
- Team leaders had 115 years of total technology experience
 - 2 members with 40 years of domain expertise
 - 1 member with 15 years of outsourcing experience
 - 3 members with 60 years of technology delivery experience

Results

- Customer reduced production costs, optimized reliability & able to increase trust accounting functionality and support provided to wealth management clients

Reducing Operational Costs via Collocation

Background

- A global investment bank, had engaged with us on a variety of trading & risk application architecture & application development projects
- Increased trading volumes in 2010 required all the IT work to be completed quickly in order to capitalize on the opportunities
- Significant development & integration work required for both the US & European divisions
- Customer requested a global approach to solve their significant challenges

SunGard Solution

- Assembled a team in New York, London, Charlotte & Pune, consisting of a hybrid on-site & off-site approach to planning and development
- Provided global oversight, accountability & quality control via the trusted leadership team in New York, with local execution & staffing handled by each of our local offices

Expected Results

- Integrated platform to service global business needs
- Reduced project costs by utilizing resources closest to the location where work is performed

Drives Workflow Automation, Reduces Operating Costs

Background

- 5+ year relationship between large insurance company and SunGard
- Customer intended to upgrade to the latest version of the OMNI product. The complexity of testing OMNI within other integrated systems was significant
- Customer was considering automation framework but unsure of tool, compatibility, and ROI

SunGard Solution

- Assembled a team of benefits administration specialist with 28 years experience, STN experts with 17 years experience, and project managers with 15 years experience
- Strategic plan to capture growth opportunities and streamline operational performance from front-office to back-office

Expected Results

- Reduce transaction operating expenses by 30% starting 2011

Helping unlock data to drive operational efficiency



Background

- The Co-operators, a major insurance and pensions provider required guidance and support on reporting via their new group insurance administration system, Compass, as well as converting and loading historical data
- Customer required assistance with data integration, governance, data warehousing architecture and tools and roadmaps for each of its 4 business units, as well as a better understanding of how to leverage data and solutions across the enterprise to drive sales, customer satisfaction and operational efficiencies

SunGard Solution

- Created a master plan methodology and templates to drive the project assess current state business processes such as IT architecture and data and organization, as well as assess business strategies and future state requirements
- Developed future state architecture and capabilities and created roadmaps for the future state of 3 business units, as well as a consolidated roadmap and architecture blueprint

Results

- Successfully provided a strategic project roadmap covering a 3-5 year timeframe for their group, individual and travel business units, a consolidated roadmap, data governance and organizational recommendations

Leveraging IPP to improve on-boarding efficiencies

Challenge



- Wealth management division of UMB, a major financial services holding company, wanted to streamline its client on-boarding process
- A growing business created the need for a scalable solution in order for the customer to maintain and improve customer service and increase efficiencies
- Traditional paper-based processing limited the transparency of the highly collaborative process, making it difficult to provide management information for tracking, control and auditing

Approach

- Analyzed the client on-boarding process, creating a future state vision of a completely electronic process. Implemented it using Infinity Process Platform.
- Notifications, manager dashboards and reports helped track and manage the on-boarding process end to end, and provided detailed audit information
- Our global delivery team adapted and improved the solution based on changing customer requirements and regulatory needs

Results

- Delivered a more efficient solution that increased the quality of data, reduced roundtrips between front, middle and back office, eliminated physical paper & reduced multiple data entries

Global Delivery – Key Drivers



▪ **Predictability**

- Predictable service delivery through metrics driven approach
- Creating benchmarks and adherence to SLAs
- Predictable cost structure



▪ **Operational Efficiency**

- Improved operational efficiency and 24x7 coverage
- Night time critical window coverage by global delivery resources
- Improved knowledge and resource management
- Transition critical resources for strategic initiatives
- Improved management of projects / maintenance pipeline



▪ **Cost Reduction**

- Significant cost reduction by utilizing global delivery model
- Risk reward structure based on SLAs



▪ **Scalability**

- Flexible staffing model provide ramp up and ramp down capability and time-to-market



▪ **Quality Improvement**

- Improved turn around time
- Continuous improvement through structured methodology
- YOY productivity gains

Driven By Expertise

John Avery, partner

- Financial Services & Capital Markets
- OTC Derivatives & Collateral Management
- Operations and Technology



Kevin Gregory, global practice leader, Information Management

- Focus on management and distribution of data across the enterprise
- 20 years experience of energy & financial sectors



Neil Palmer, partner

- c 20 years of IT custom development using multiple technologies

Kalpesh Master, managing partner

- Financial Services
- ITO and BPO services using global delivery model
- He has worked in IT consulting for twenty years



Robert Johnson, global practice leader, BPM

- Twenty five years of experience with Fortune 500 companies
- Expert in reducing operating costs and opening new market opportunities

Core Strategy Moving Forward

- Add value to and around SunGard implementations
 - Increase size of footprint
 - Identify complimentary processes and drive customer efficiency
- Continue to expand global delivery platform and capabilities
 - Focus on both domain expertise and technical capabilities
 - Delivery anywhere/anytime
- Leverage global delivery platform to accelerate emerging markets sales
- Establish position as leading global financial technology services provider
- Channel FS opportunities into Infinity product development strategy
- Architect high value SaaS opportunities

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