

# Managed Services

## for Capital Markets Software Packages

Application and Infrastructure Management for Capital Markets Software Packages pose severe challenges for a financial industry company. One crucial aspect is that very specialized skills are needed due to the common use of complex and highly customizable software packages. In addition to this, a high ability to change, due to time-to-market and continuous regulatory requirements, must be combined with the capability to achieve a very stable operation. To achieve this, high flexibility in the team is needed – minimum team sizes are necessary to deal with operations requirements, team size peaks are to be handled regularly in particular in context of release upgrades.

### Be Shaping the Future

We are a company with a focus on business and IT consulting. We offer our customers solutions for a successful and sustainable future.

We are the German subsidiary of Be| Shaping the Future, a pan-European business and technology consultancy with a focus on the financial services industry.

Our team of experienced and dedicated professionals will work with you to shape the future of your business and bring about lasting and positive change.

We believe that innovation, agility, and ambition are important. Our desire to be different inspires us. Our motivated employees and strong corporate culture create an environment in which individuals and teams develop positively.

Managed Services for Capital Markets Systems as offered by Be address these challenges.

### Goals to be achieved with the use of managed services

- Lower TCO – general cost savings for run and change services, more "value for money"
- Shorter Time2Market – increased speed in the implementation and deployment of changes
- Improved delivery quality – higher stability in the run, e.g., less downtime and less errors/incidents, more stable changes, transparency of performance and costs
- Greater flexibility – e.g., with regard to scope of service, SLAs, skills, number of resources

### High Level Operating Model – Application and platform management

Client	Service owner - control of outsourcing	Over-all management of RTB and CTB/application ownership
		IT Strategy/Provider Management
Be	Application Management	1st Level Service Desk
		Business Support
		Application operation (RtB)
		Change management (CtB)
Be (platform partner)	Operation of technical platform and hosting	1st level support infrastructure
		Infrastructure operation
		Change infrastructure
		Hosting infrastructure

## Success Factors for Managed Services:

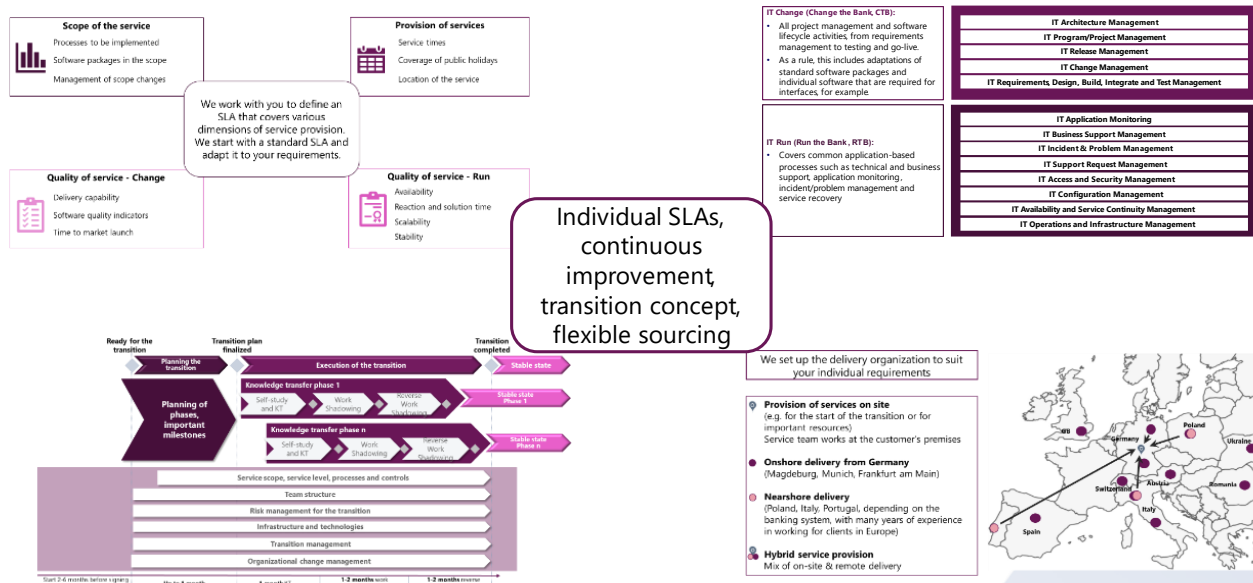
**Transition:** Standardized transition procedures for specific functional domain and for capital markets package used.

**Standardization:** Market standard IT process models (ITIL), homogeneous service center organization structured in core and flex teams, state-of-the-art service management tools, automated SLA and KPI reporting.

**Efficiency and Innovation:** Run – ticket workflows integrated in service management system, proactive maintenance based on effective monitoring, knowledge database for recurring issues; Change – Continuous integration and delivery pipelines, efficient provisioning of infrastructure (Cloud); Overarching – innovative Quality and Knowledge management.

**Security and Compliance:** Compliance as part of the process (“compliance by design”), Internal Control Systems fulfilling regulatory outsourcing standards.

## Our managed services concept addresses the success factors



## More facts about our managed services offering

- Large team of certified experts for commonly used Capital Markets packages
- Independence from system manufacturers and therefore ability to draw on the full range of possible solutions
- Proven practical experiences in implementing outsourced managed services for financial institutes in Europe
- Joint expertise on application side, operation of infrastructure, and in-depth specialist financial markets know-how
- Integration of an infrastructure partner with more than 25 years of experience in hosting and operating critical infrastructures for financial service providers

Be Shaping the Future – Performance, Transformation, Digital GmbH

Do you have any questions? Please do not hesitate to call or write us!

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