

Banking Operations

Highest efficiency and quality metrics

99.7% payments STP rate

38mn transactions p.a.

Service centre locations

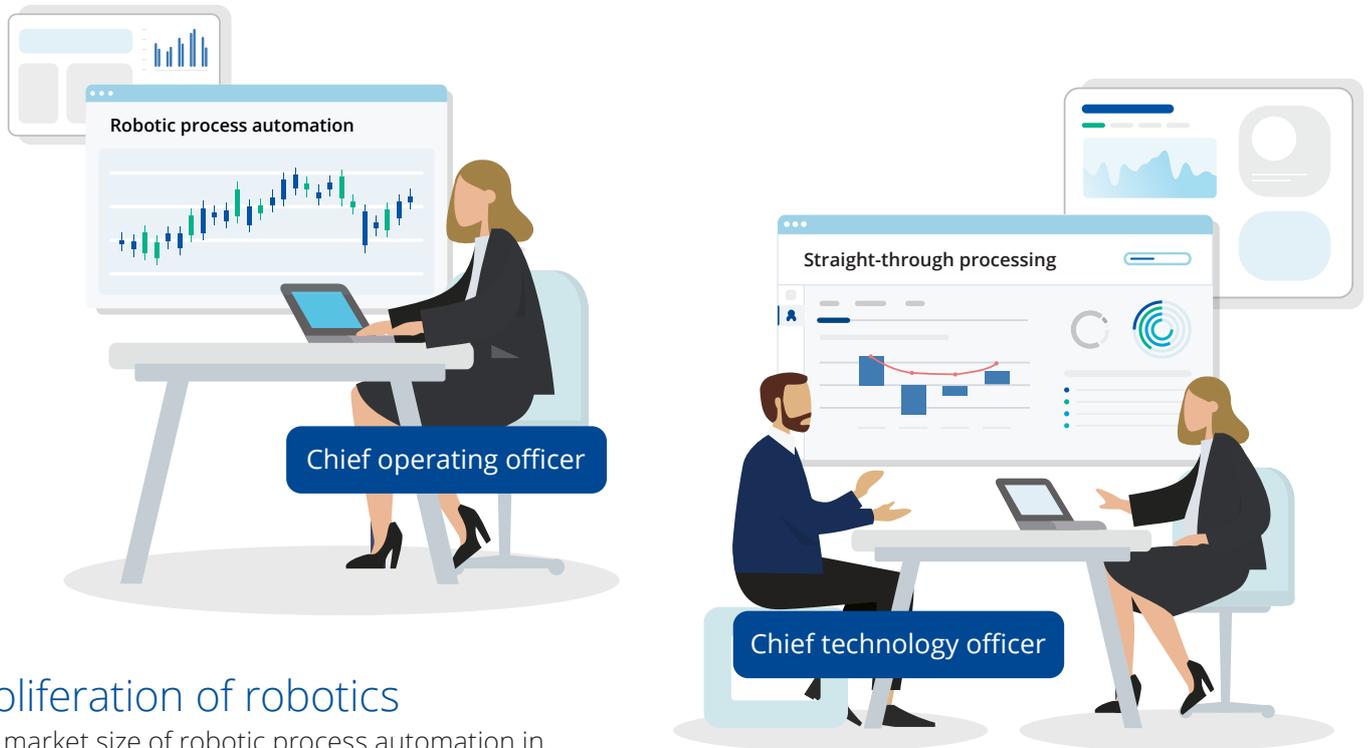


Continuous improvement in STP rates



Improve your back-office efficiency by partnering with a best-in-class service provider with cutting edge robotics and automated solutions

Banks are increasingly seeking to optimize back-office operations



Proliferation of robotics

The market size of robotic process automation in financial services is growing at a CAGR of 30.9% annually.

Source: Allied Market Research

Automation potential

Up to 80% of simple processing tasks, such as chasing custodians, can be automated.

Source: McKinsey

“Having access to a world-class, state-of-the-art solution at a fraction of the running costs involved in doing it ourselves frees up resources enabling our growth.”

Source: Simon Durrance, COO, FAB Private Bank (Suisse) SA

Streamline your back office with business process as a service

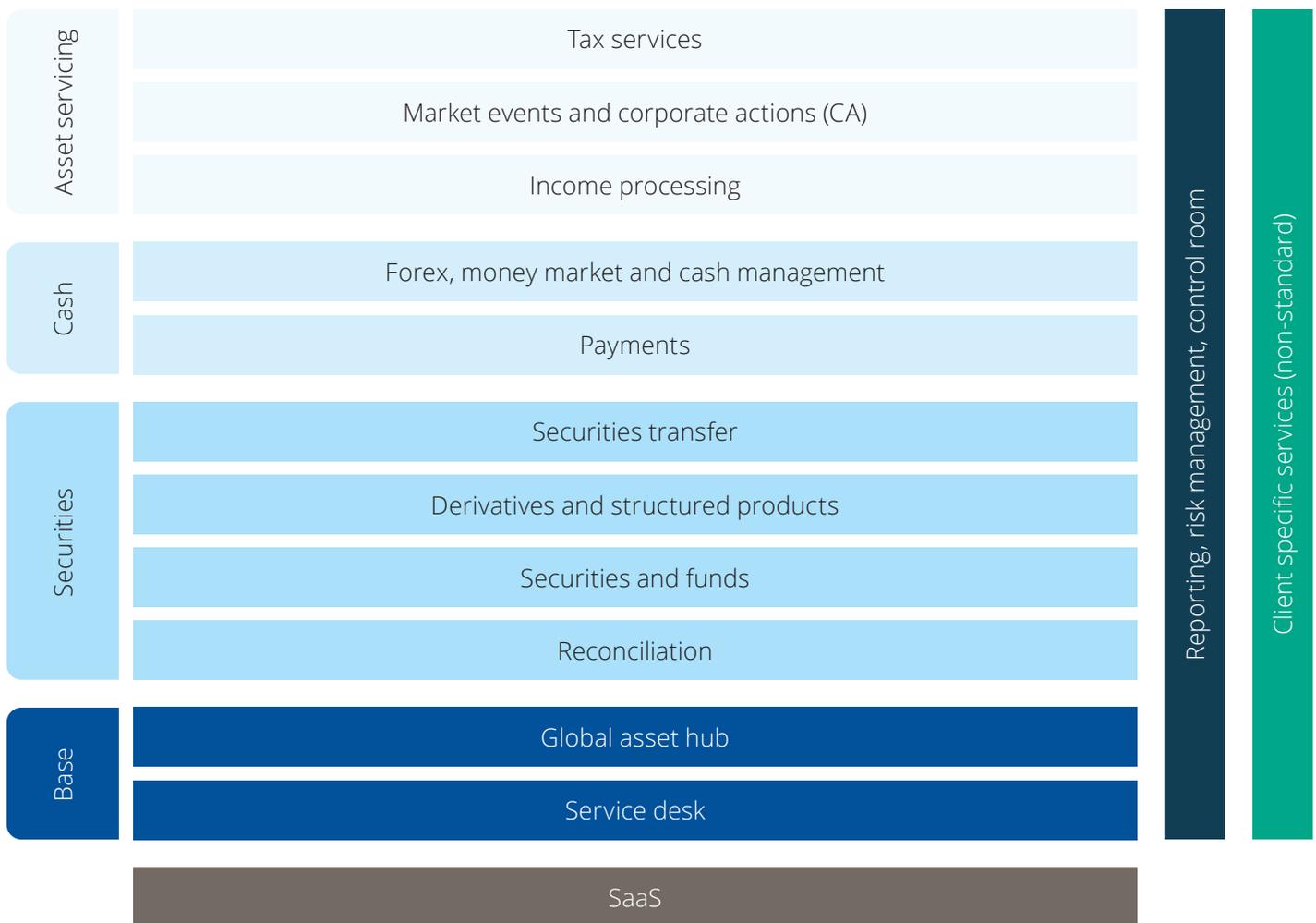
Our Banking Operations offering is delivered as business process as a service (BPaaS) alongside the Avaloq Core Platform (ACP) as software as a service (SaaS). When combined together to harness the power of cloud computing and robotics, our BPaaS offering and the highly-automated ACP can achieve market-leading straight-through processing rates of up to 99% for payments and close to 100% service accuracy. Our offering differs from traditional business process outsourcing because we use our own banking software, infrastructure and expertise to deliver our services, generating economies of scale. Our teams process 38 million transactions per year and our community of 30+ clients benefit from working with a trusted, reliable partner.



100+ banking processes managed across four modular packages

We provide full coverage of a comprehensive range of over 100 banking processes. These processes are delivered in the form of four packages, consisting of tailored offering clusters. The standard offering includes all four packages along with reporting and risk management services, to ensure maximum efficiency, synergies and risk control. Packages are also available in a modular approach building upwards from the base package. Additional services and regional specifics are available on request according to client needs.

Key service offering components



Service highlights

Efficiency and quality

- World-leading straight-through processing (STP) rates of up to 99.7% through high levels of automation
- Average STP rates of 98.3% for securities; payments; funds; derivatives; forex; money market processing
- Reliable, high-quality services, evidenced by 99.8% SLA adherence across 38 million annual transactions

High levels of process automation and large transaction volumes

99.7% highest STP rates for payments

38mn transactions p.a.

Historical development of average STP rates in Switzerland



Continuous innovation

- Key metrics like average STP rate have increased year-on-year alongside client growth
- 30+ clients already run BPaaS alongside ACP, fueling the drive towards constant improvement
- Process innovation and investment in people development has enabled delivery of ever-higher KPIs

Global operating model

- Broad geographical footprint balances local regulatory compliance with optimal fulfilment of client needs
- Globally optimized workforce allocation generates efficiencies while ensuring business continuity
- Variable pricing is available for processing at different locations, driving efficiency savings for clients

Four service centres across seven locations in Europe and Asia



Service benefits

Achieve results with four-star client ratings

Clients are highly satisfied with our services, reflecting over 10 years of focus on process quality, sustainable risk reduction and our strengthened organizational culture through people development. Thanks to the BPaaS model, clients have succeeded in moving from a fixed to a variable cost baseline, paying only for transactions that are made, rather than working with the fixed costs of in-house solutions.

Focus on what matters with close to 100% service accuracy

Our service allow you to automate back-office processes with an overall service accuracy rate of as close as possible to 100%. Clients outsourcing cash-related operations, including payments, forex, money market and cash management and securities in particular, can benefit from as little as 0.01-0.05% reversal rates. We handle high levels of market complexity for you in a BPaaS model, managing over 50 custodians, 60 correspondent banks and 400 agents as the trusted orchestrator, leaving you to focus on serving clients.

Get peace of mind with over 2,800 risk controls

Embedded into our service are a robust set of risk controls and business continuity management protocols. We carry up-to-date ISAE 3402 attestation and operate within all regulatory frameworks required in our four global service centres. In our Swiss service centre, risk events are managed by our control room, a pre-emptive and automated near-real-time business monitoring centre. The room is centralized, independent and highly automated to ensure clients get the highest possible levels of consistency, transparency and accuracy.

Go live in as little as nine months

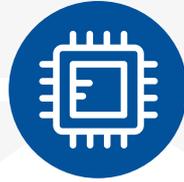
Our service is designed to enable a rapid end-to-end implementation time. Clients have gone live with the service in as little as nine months, by running Banking Operations alongside the ACP in a SaaS model. This also enables a fast implementation time for more complex business models as clients do not have to implement multiple technology solutions. Another client migrated to the ACP alongside the acquisition of a back-office service centre in just 15 months end-to-end.

Service principles



Automated

Banking Operations harnesses the power of automation for greater efficiency and accuracy in banking processes, for the benefit of our community of 30+ clients.



Forward-thinking

Our 191 live bots, including cognitive AI bots, already deliver automation benefits to our community of clients and we are continuously improving their efficiency and quality.



Secure

We pride ourselves on the security of our Banking Operations processes, enabling peace of mind, with our control rooms designed to oversee all our clients' activities.



Efficient

Running Banking Operations as BPaaS alongside ACP as SaaS generates synergies for clients as Avaloq as sole provider always invests in cross-service improvement.



Skilled

Our training and development programmes focus on leadership skills and the Kaizen model for continuous improvement, helping to get the best out of our people.



Global

Operating from four service centres worldwide with plans to build more enables us to better understand local markets and regulations and support our clients' needs more effectively.

Arrange a visit

If you would like to find out more or visit one of our service centres, visit avalog.com/contact-us.

About Avaloq

Leading the way in wealth management technology and services

Avaloq is a global leader in digital banking solutions. Its core banking platform and wealth management technology are delivered through software as a service (SaaS) and on-premises models. Avaloq offers Banking Operations in a business process as a service (BPaaS) model, which gives clients a high degree of automation to boost back-office efficiency. More than 160 banks and wealth managers worldwide trust Avaloq for its innovative products and reliable services. Avaloq is a subsidiary of NEC Corporation, a global leader in the integration of IT and network technologies.

160+

clients in 35 countries

CHF 4tr

client assets managed

17 offices

in 10 countries