

Managed Services Case Study

MANAGED SERVICES

Leading Global Financial Firm Adopts FIS Managed Service For Securities Finance

A leading global financial institution, selected FIS to run its Global One solution for securities finance on a managed service basis. The decision was taken to replace their existing 3rd party managed service provider as the firm recognized that Global One is a mission-critical system that requires staff with expertise in this specialist industry and the solution itself. This was especially important when the firm prepared for a major upgrade of Global One. There were concerns that the existing managed services partner did not have the required depth of experience in securities finance or Global One, leaving it open to risk, particularly when there was staff turnover.

The firm's decision to choose FIS to provide the managed service was based on the strength of its existing relationship with FIS and the depth of FIS' functional and technical expertise in Global One. After taking over the running of the managed service, the subsequent upgrade project was brought in on time and on budget.

How FIS helps

The firm's securities finance business uses Global One in four offices around the globe to support its proprietary trading. About 50 users from the front to the back office rely on the solution for securities lending and repo. Global One is integrated with three primary systems: the firm's in-house positions management platform, a third-party settlements solution, and the general ledger.

The firm uses the 'Dev-Ops' approach to IT support and development, so the FIS team is involved in both 'run the bank' and 'change the bank' activities. An operational services agreement between FIS and the firm ensures that service levels are maintained, both initially and in the future.

The original engagement scope was expanded to enable the FIS team to form part of a broader change management initiative for the adoption of new technology architecture across the business area. The ability to bring detailed FIS technical expertise to this project has enhanced the opportunity for a successful outcome.

Business challenges

- The firm wanted to review its existing managed service arrangements, and in particular to ensure that it had the required level of expertise to run Global One at all times
- It needed to decrease the risk of disruption to the business that support inefficiencies might bring.
- It wanted to enhance and maximize its use of the installed Global One solution.

Our solution

- FIS provides a single vendor relationship for both the technical and functional operation and ongoing maintenance of Global One.
- FIS' managed services team provides deep expertise in both a specialized industry and a platform that the firm considers to be missioncritical.
- FIS' dedicated managed services team supports both Global One and the broader associated technology environment within the firm.
- As authors of the Global One solution, FIS is closer to the current and future state technology, and is therefore able to offer the highest possible quality of technical and functional advice.
- FIS provides additional experienced resources, on a temporary basis as required, for specific projects.

Results

- Changes within the managed services team have little to no impact to the firm, eliminating the risk the firm previously faced from personnel changes.
- FIS' comprehensive knowledge has actively helped the firm to enhance its use of Global One.
- There is greater change capacity due to the experience, and flexible expansion options, of FIS' team.
- The addition of the managed services team has allowed FIS to become a strategic partner rather than simply a software provider, and this increased level of collaboration has brought incremental benefits to the business.

About FIS' Solutions for Managed Services

FIS provides financial services institutions with a variety of ownership and deployment options that includes managed services. Leveraging our software and financial systems domain expertise, FIS' solutions for managed services involves operating or running IT systems or business processes. The offering is generally SLA-based, can be hosted by the customer at their facility or at a FIS facility, and can be provided at the customer site, remotely or via a cloud-based model (as a service).

About FIS

FIS is a global leader in financial services technology, with a focus on retail and institutional banking, payments, asset and wealth management, risk and compliance, consulting and outsourcing solutions. Through the depth and breadth of our solutions portfolio, global capabilities and domain expertise, FIS serves more than 20,000 clients in over 130 countries. Headquartered in Jacksonville, Florida, FIS employs more than 55,000 people worldwide and holds leadership positions in payment processing, financial software and banking solutions. Providing software, services and outsourcing of the technology that empowers the financial world, FIS is a Fortune 500 company and is a member of Standard & Poor's 500® Index. For more information about FIS, visit www.fisglobal.com

