



Application Delivery: *Custom Application Development and Operations Optimization*

GLOBAL FINANCIAL SERVICES GROUP

COMPANY OVERVIEW

The client is one of the world's largest financial services and investment resources groups, offering individuals and companies around the world retirement account services, mutual fund management, brokerage and more.

THE CHALLENGE

Upgrading the company's Fixed Income Security systems was essential to boost competitiveness and comply with newly introduced regulatory guidelines.

The Fixed Income group's top priority was its To-Be-Announced (TBA) trade processing system, which urgently required structural enhancements to cope with existing and projected demand. The group simultaneously decided to upgrade key customer-facing applications and streamline operations to improve their clients' overall trading experiences.

THE SOLUTION

The client initially engaged TwoFour Consulting to implement TBA trading enhancements. TwoFour Consulting was responsible for leading and managing a client-based team to rapidly normalize system data and stabilize the platform in the short-term.

As a follow-on project, TwoFour Consulting played a key role as subject matter expert in optimizing and automating the client's end-to-end TBA processing procedure. As a result, TwoFour Consulting and the client are currently evaluating vendor packages with the goal of ultimately replacing the existing TBA trading platform.

In parallel, the client also initiated a series of projects designed to upgrade other fixed income-related systems. Because of their experience and industry expertise, TwoFour Consulting was given program-level responsibility for overall issue management and crisis resolution, as well as responsibility for the consistent implementation of yield processing across all projects.

COMPANY PROFILE

Global Financial Services Group

One of the world's leading global financial services and investment resources group

CHALLENGE

Upgrade and improve Fixed Income Security systems to improve customer satisfaction and meet evolving regulatory demands

SOLUTION

Rapidly stabilize To-Be-Announced (TBA) trade processing platform, while maintaining tight management over a collection of related system upgrade projects. Streamline and automate processing to gain further efficiencies

BENEFITS

- Fully compliant Fixed Income Security trading
- Robust, accurate yield handling across group activities
- Improved customer experience and market competitiveness
- Increased efficiency in operational processes
- Higher project success rate through better issue management and resolution
- Reduced risk in all customer-facing applications

THE BENEFITS

TwoFour Consulting's ability to step in with detailed industry expertise, combined with their deep technology and methodology skills, have had significant impact on the group's external offering and internal operations.

As a result of the engagement, the client's TBA trade processing is now fully compliant with new governmental regulations and stabilized to cope with current trading demand. The Fixed Income group is also well-positioned to select a new system based on its redesigned, automated operational practices.

Fixed Income Security group activities overall have been further professionalized and streamlined, creating a better customer experience and more efficient backend. Project success rates at the program-level were significantly boosted through TwoFour Consulting's comprehensive and coordinated issue and crisis management. Yield processing has been consistently implemented across the group's diverse set of systems and activities, ensuring robust and accurate handling.

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ABOUT TWOFOUR

TwoFour provides technology-enabled business solutions to leaders in the financial services industry. Headquartered in New York, TwoFour is a privately held professional services and development company that has enjoyed continuous growth and profitability. We are committed to:

- Delivering innovative solutions that solve our clients' most pressing problems;
- Anticipating and preparing clients for the impact of future industry dynamics on their business; and
- Acting as a strategic partner to leaders in the financial services industry, offering cutting edge, value-added counsel and services.



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