



BUSINESS CASE: PRIVATE BANK

Proactive and Real-Time Monitoring of a Portfolio Management System's Order Management Activities

- A major bank started a pilot move from an aging legacy securities platform toward a Business Process Outsourcing model using an external vendor.
- The bank required real-time, proactive monitoring of its Portfolio Management System's (PMS) order management's activities, including the processes handled by its associated vendor. The Portfolio Management System's existing monitoring capabilities did not provide the desired results. Specifically, some problems were detected late -- or not at all - or identified by end-users before the bank's internal Support Services.
- The bank selected ClearPriority's applicative real-time monitoring platform for monitoring order processes between the bank and its external vendor. Operational teams were instantly notified upon the occurrence of errors.
- The trial concluded successfully with ClearPriority's Intelligence Platform clearly proving that being able to cross-check and alert on interactions over the different parts of the business was of significant value.

Early issue detection saves you time and money!!!

"The Bank has multiple critical processes; all rely on hardware availability, with some cross-border reports needing to be available on-time linked to different time-zones. Orders and transactions going through workflows must also move fluently, and there are multiple other issues.. Problems occur due to multiple linked events and immediate notice enables resolution of problems before there is a financial impact or cost. The ClearPriority Intelligence Platform was clearly able to correlate and alert us to such issues and could play a very valuable role in improving overall performance"

Bassam Sater – Project Manager

BUSINESS ISSUES

- Business users need the capability of creating their own business monitoring rules without the IT department's intervention.
- Business users want to be immediately informed of the occurrence of anomalies and abnormal behaviours.
- Business users need the flexibility of adapting to a rapidly changing business environment by implementing new requests resulting from changing market conditions.
- Business users expect a centralized view of multiple domains of interest as part of their business monitoring environment

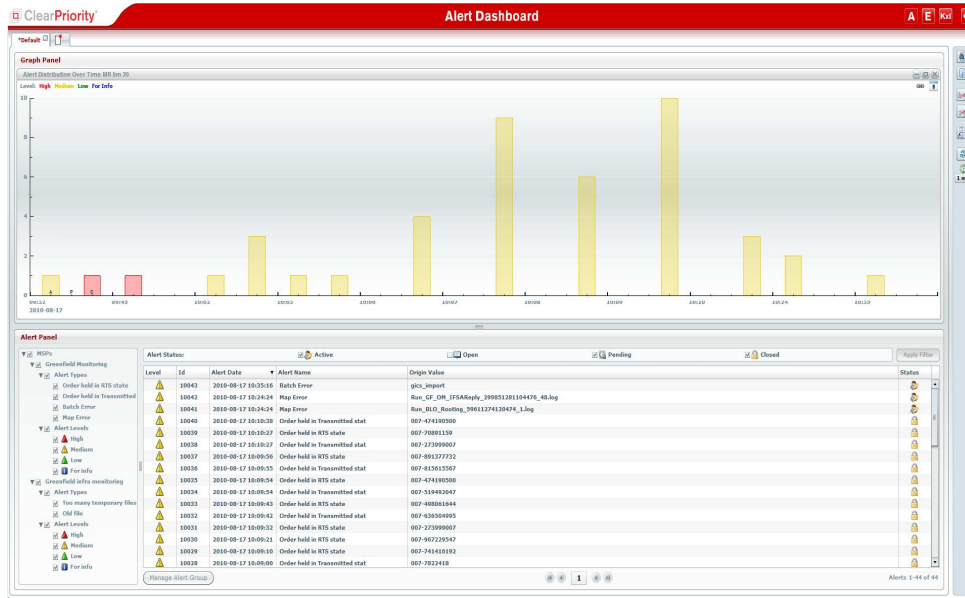
CLEARPRIORITY® BUSINESS VALUE

- ✓ ClearPriority enables natural and straightforward modelling of complex, cross-organization business risks by non-IT business managers.
- ✓ ClearPriority's real-time monitoring platform supports a dynamic and powerful Business Event Monitoring approach.
- ✓ ClearPriority's pragmatic approach allows business users to gradually extend and adapt existing business rules and indicators.
- ✓ Web-based management dashboards provide business users with a centralized view of risk patterns occurring over specified time periods and frequencies.

Business Control Examples

- Alert generated when order status has not changed for more than 10 seconds.
- Notification received by selected users based on filtered high-level alerts only.
- Key control indicator populated by data on actual time spent on status change.
- Indicator featuring the number of errors associated with each daily processed file.
- Traffic light indicator immediately informing business users of an error's source location.

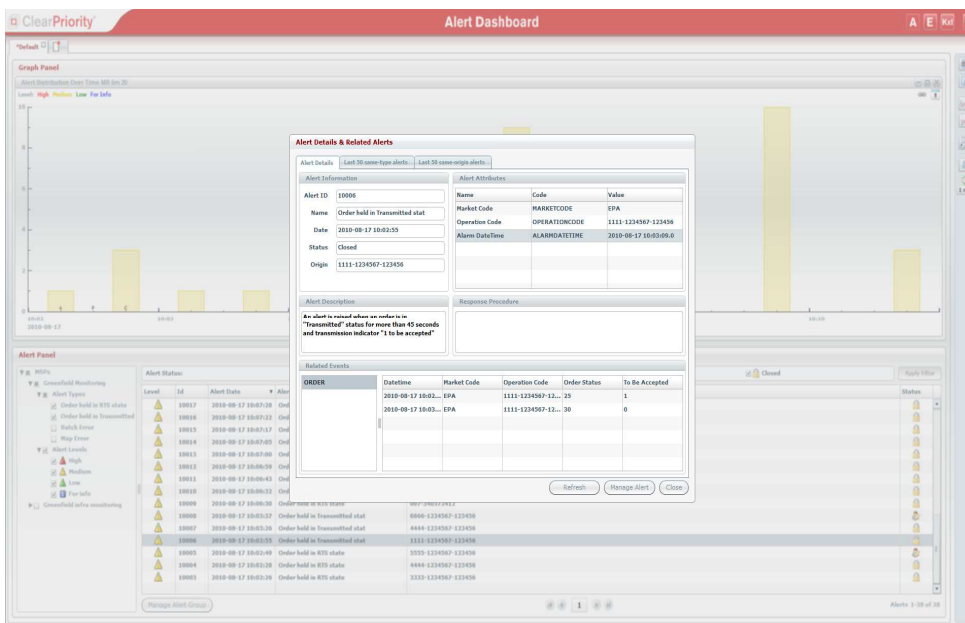
Example Screenshots



Alert Dashboard

Process control risk management

Alerts were raised if the processing cycle was extended, and closed automatically if an acknowledgement was received.



Issue alert if Transmitted status > 45 seconds and To Be Accepted = 1

Contact Us:

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