

Private Banking: Choosing Systems & Processes

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Agenda

- ERI – What we do?
- Choosing a System for Private Banking
- Operations & Process Design
- System Implementation Principles
- Conclusion

ERI – Who we are?

- Operating for 20 years
- Develop, implement & support an integrated front-to-back packaged application software (OLYMPIC Banking System), covering:
 - Private Banking/Wealth Management
 - Fund Management
 - Portfolio/Asset Management
 - Retail Banking
- 80% of business in Private Banking/Wealth Management
- Used in over 300 client sites across 50 countries – N°1 in sector
- Web and standards based architecture, highly scalable

Choosing a System for Private Banking

- Core Application or Stand-alone Wealth Platform?
- Functional Coverage – now and in the future
- Geography and Scalability
- Develop, Outsource or In-source?
- Stability & Future-proofing – application & vendor(s)
- Market Information
- Effective Total Cost of Ownership

Operations & Process Design

- Automate but KISS
- Adaptability
- Bend - but don't break the system
- Flexibility – upscale but also downscale
- Seek Assistance

System Implementation Principles

- The Project will (often) take Longer and Cost More
- Management Commitment & Involvement
- Build & Motivate a Core Team
- Manage but Involve Users
- Phasing – quick wins
- Change Management
- Communicate

Summary

- IT Strategy will always depend on Business Strategy
- Clear Plan
- Intelligence
- Flexibility
- Committed, Motivated Team and Top Level Involvement
- Communication
- Partnership