

SunTec helped one of the world's largest and strongest securities services networks, **with assets of more than USD 7.7 trillion under custody, plug revenue leakage**



About The Client

The client provides comprehensive global, regional and domestic securities services to investment managers, insurance and pension funds, sovereign wealth funds, banks and broker dealers, and corporates and financial institutions. Its comprehensive service offering includes global custody, fund administration, stock lending, treasury and cash management, trustee and depository, and outsourcing services.

The client wanted a one-stop-shop for all its security and fee billing services, and in-turn plug revenue leakage.

SunTecTM

The power to **xelerate**

Business Challenges

- Inability to introduce new rate changes without development, due to the financial institution having a legacy fee and billing system
- Simultaneous maintenance of billing rules across multiple offices for the client
- The business logic was hard-wired into the system or excel, thereby raising challenges in assigning custom rates for individual clients
- Time required to document and make changes to billing rules was quite long due to manual intervention, leading to high operations and maintenance costs

Our Solution

SunTec's next generation product suite, Xelerate, enabled the client to overturn its legacy systems and have flexibility in system maintenance

- Plugged revenue leakage and enabled automation of billing processes process by eliminating legacy systems
- Proposed one global solution for all security services and fee billing services for the client
- Enhanced customer experience through personalized rates for clients based on real-time feedback
- Reduced cost of operations and maintenance by providing a stand-alone fee billing solution and removing all manual involvement

About SunTec

At SunTec Business Solutions, we help our clients increase the lifetime value of their customer relationships through effective revenue management and real-time customer experience orchestration. With a legacy of deployments in over 45+ countries, SunTec is a trusted partner to some of the world's leading banks and digital and communication service providers. Headquartered in India, we have our offices in the USA, UK, Germany, UAE, Australia and Singapore.

If you wish to explore further on how SunTec can help you, please drop us a mail at info@suntecgroup.com and we will get in touch with you

