



## TOPCALL for Banking & Financial Services

### Summary

Within your bank or financial institution, you need to integrate the front office transaction and trading activities with the back office accounting and settlement systems. Processing large numbers of these financial transactions can be quite costly and time consuming.

TOPCALL's Communication Server **one** platform enables you to:

- Efficiently Handle Large Volumes of Trade Confirmations
- Easily Distribute Financial Bulletins and other
- Increase Productivity through the Integration of Back Office Functions

TOPCALL also provides the technical and project management expertise to efficiently install and optimise any customer installation.

### The Challenge

How to handle high volumes of various trade confirmations to counter parties and other financial transactions (especially fax and telex transmissions) Individual banks and financial institutions make millions of financial transactions each year. These transactions range from confirmations of traded financial instruments such as shares, options, and bonds to bank transfers and distribution of account information. When not integrated with a reliable communication infrastructure, all of these transactions can be costly and time consuming. The challenge is to effectively manage these transactions and all of the associated activities such as archiving, filing, manual distribution, etc. When banking and financial applications are not fully integrated from the point of origin through the back office operations, time and money are lost with each transaction.

### Success Factors

Improved overall quality of financial services and increased customer satisfaction. Today's banking and financial institutions must be prepared to move with market demands in a changing competitive environment. Trade confirmations can come from a variety of different sources. New back office applications need to be implemented and quicker services are being demanded from legacy systems. By successfully integrating new

processes and applications with existing systems the overall quality of services can be improved.

Communication infrastructure is one of the ways that institutions have been able to gain a competitive edge and best leverage today's resources.

### The TOPCALL Advantage

With TOPCALL's integrated Communication Server **one** platform, banks and financial institutions are able to leverage a communications hub for all incoming and outgoing trade confirmations and other transactions. The increased efficiency can be seen in very real terms, especially where quick response times are critical. By adopting TOPCALL Communication Server **one**, the banking and financial sector has seen improved speed and efficiency, especially in application automation (particularly for Internet mail, fax & telex).

Banks and financial institutions need a communication platform that is robust enough to handle the onslaughts of business needs and still flexible enough to integrate with legacy applications. In a typical outbound messaging application, the Communication Server **one** is integrated with a securities application front-end. Dealers take orders or enter account information into the application, which then automatically initialising the send order. The tiresome tasks of printing, faxing and archiving are streamlined and the entire flow is integrated transparently.

TOPCALL has become the financial services platform of choice due to three main criteria:

1. Full package solution virtually guarantees project success. Including expertise in the area of financial services, with support services that are unmatched in the area of integrated communications.
2. Fault tolerance ensures that all mission-critical transactions will be stored, maintained and readily available years later. Additionally an impressive range of fail-over options makes the system 100% bullet proof.
3. Open architecture provides the tools to integrate and unify all business applications. With hundreds of application integration possibilities, TOPCALL has become a specialist in the field of application integration.



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### The Benefits

#### Track Departmental Costs

Typical Fortune 500 companies spend over US \$15 million a year on fax transmissions. Not surprisingly, 24 percent of these companies cannot track their long distance costs. And less than 50 percent of those fax costs are actually being charged back to the appropriate departments (1998 Gallup/Pitney Bowes survey). The Communication Server **one** enables administrators to track costs, create departmental billing and monitor any range of relevant statistics.

#### Reduce Costs

The Communication Server **one** can significantly reduce the amount of personnel time required to do daily financial business transactions. For example, a broadcast fax to 500 names, done manually, would take over 30 hours. However with the Communication Server **one** this activity is reduced to an hour or less. With a \$20/hour average labour cost (salary plus benefits). This results in a labour cost savings of over \$560 per broadcast fax. By also adopting Fax over IP and delayed fax options, the resulting telecommunications savings are increased even further.

#### Meet Compliance Requirements

Your bank or financial organisation must meet compliance requirements or suffer the damage to your reputation as well as penalties. If you trade on the US stock market the SCC can impose penalties running into millions for non-compliance. Whenever information is distributed that may impact the price of a financial instrument, time is critical. By employing best of breed technology from TOPCALL you can help ensure that reporting requirements are efficiently met within the required timelines.

### Gain the Competitive Edge

The TOPCALL Communication Server **one** improves business processes and improves the quality of services that you offer clients. The Communication platform allows organisations to deliver those services in real-time while meeting compliance requirements. TOPCALL's.

Communication Server **one** is an extremely reliable and scalable platform that can expand to fit a wide variety of future strategies.

### **one** for Banking and Financial Service – Key Features

- Transparent integration of Fax with e-mail systems such as MS-Exchange, Lotus Notes and GroupWise.
- Flexible LAN connectivity supporting TCP/IP, IPX/SPX and NETBIOS over Ethernet or token ring.
- Data transformation and the merging of forms, graphics and signatures are done by the server reducing the burden on the client and minimizing network traffic.
- Modular architecture grows with the institution.
- Integration to a wide variety of applications through standard API's and interfaces.
- Least Cost Routing for the most cost effective transmission
- Message Broadcasting – a message can be quickly sent to any list of fax and e-mail recipients.
- Automatic Redial
- Corporate branch box solution
- Direct Inward Dialing (DID) for routing inbound faxes
- And much more....