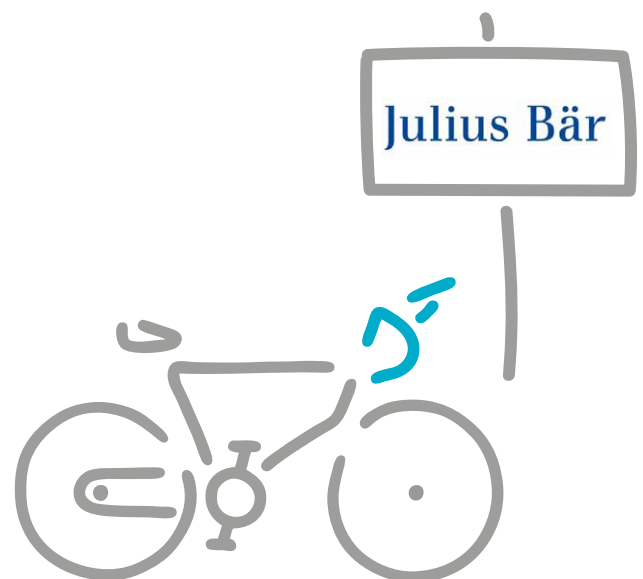


project case

Automation of administration and control effort
within contract management

“Variations in conditions and master data are detected and corrected prior to the actual trailer fee calculations. This simplifies and accelerates the billing process for all parties, while increasing the quality of the settlements.”

Tobias Weidmann, Head of Inducement Management, Bank Julius Bär, Zurich



Bank Julius Bär & Co. Ltd

Working closely with our customer, Sowatec was able to automate contract and master data management for Inducement with integrio for the leading Swiss private banking group Julius Bär.

Our customer and the project

The origins of Bank Julius Baer date back to 1890. For almost 125 years, the renowned Swiss private banking group has been dedicated to serving and advising sophisticated private customers and family offices around the world. Today, BJB is the leading Swiss private banking group, with Bank Julius Baer & Co. Ltd. its principal operating company.

The introduction of integrio allows Bank Julius Bär to automate the administration and control of contract management, as well as a large part of the process of updating conditions and master data relating to inducement management.

Fund providers supply master data and conditions on a regular basis to the Provider Management department at Bank Julius Bär, using structured templates that are delivered and processed. The updated master data and conditions are collated in integrio, checked for plausibility before being automatically imported into the calculation fees management platform.

Challenge

The task of provider management, together with the associated contract and inducement management, is undertaken by different organisational units within BJB. Information, for example about contract changes and alterations to conditions, was exchanged in a variety of formats (Word, Excel, PDF, email), leading to manu-

al processes within the company to enter and update provider information. This cost time and increased the likelihood of errors.

Objectives

- Include providers in the process of collecting and transmitting contract and conditions data
- Automate plausibility checks, administration and monitoring of contracts and terms
- Define clear responsibilities and interfaces for the administration and maintenance of provider contracts and conditions
- Introduce a single-step process to collect, verify and administer conditions and master data and to automatically transmit verified data updates to the Inducement Management department.

Solution

A central, rule-based software solution was introduced. integrio manages complex data flows – from integration to analysis. Format and plausibility of the gathered conditions and master data is checked, before it is integrated and submitted to the Inducement Management department. Changes are documented.

Project overview

Implementation time:

- April 2014 to mid-December 2014

The project was divided into the following phases:

- Preliminary study / workshop – specification of requirements
- Implementation phase / interactive process prototyping and modeling approach
- Testing and launch

The project was characterised in particular by the partnership and closesolution-oriented cooperation between Sowatec and BJB

Facts & Figures

- BJB works with 150 contractual partners [prev. providers with active contracts] and 30,000 - 35,000 products, plus approx. 25,000 products from providers who are not under contract
- Monthly changes: approx. 10 - 15 percent of the products, contracts and conditions change each month (for example scale levels, asset classes and products)

In Conversation

Interview with Tobias Weidmann, Head of Inducement Management, concerning the introduction of integrio for provider management.

Why has BJB decided to implement a software solution for importing providers' master data and conditions?

There are several reasons for this. Probably the most important reason is to improve efficiency and quality. We are effectively outsourcing the administration of master data and conditions management to the providers, which means we only have to review the data and intervene when necessary. This ensures that all distribution and placement contracts are represented on our system in an identical manner.

Moreover, because Provider Management and Inducement Management are separate departments at BJB, we really needed both departments to have the same information at any given time – which the new process now allows.

Deviations in the conditions and master data are detected and corrected prior to the actual calculation of the trailer fee statements. This simplifies and accelerates the billing process for all parties.

How did you proceed with the design and implementation of the project?

First, we defined the new processes and responsibilities. Based on these, we then specified the requirements. Next we examined the feasibility of these specifications – for example to ensure the participation of the providers or the ability to monitor the import of the conditions and master data into the trailer-fee tool. After that, the usual project management process was applied.

What might you have done differently in the project approach?

The approach adopted proved ideal and very efficient. The introduction of the new process is actually part of a bigger project and it is generally true to say that the settlement of trailer fees is still too complex. Maybe one could still achieve more standardisation in that area. That said, I have complete confidence in the project management who are continually striving to structure contracts so as to make implementation as easy as possible.

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“ The central software solution integrio manages complex data flows - from integration to analysis.”

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What were the biggest challenges faced during the project?

The correct transmission, monitoring and mapping of the master data and conditions by the providers via Provider Management into calculo. What benefits are to be expected? Where do you see the key advantages / What has been achieved?

The greatest benefit is the saving in human resources, thanks to the automation and huge simplification of the control process, resulting in fewer errors. Add to this, the much faster representation of the contracts in the systems, again leading to better quality data and less volatility.

How was the collaboration between the BJB and Sowatec?

Sowatec was very open and very interested in the implementation of our new requirements. The great strength of Sowatec is their technological expertise. In particular, the heart of the process which is also the most difficult part – namely the controlled import of data – was solved in a very innovative and elegant way. The collaboration was very harmonious. Of course this wasn't our first project.

What are the “lessons learned”?

Once again, this project showed that clear specifications combined with constant communication is essential for a project to succeed. The success of this project is evident from the high quality of the solution delivered.