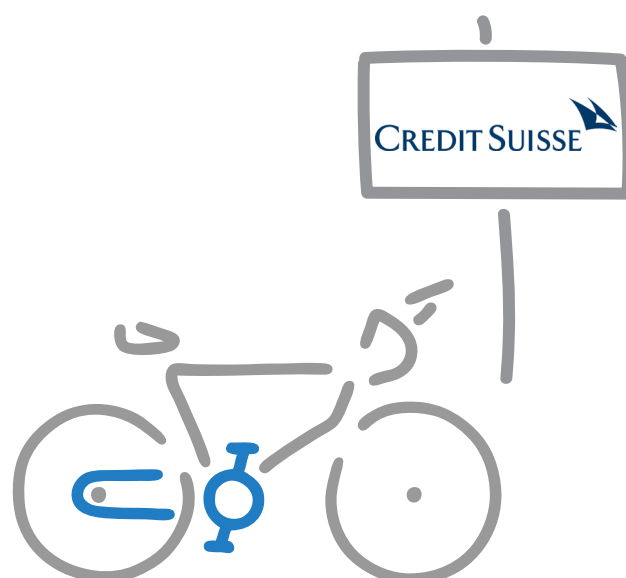# sowatec
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project case

Mandate Billing

„Due to the high level of automation of the calculo application, we have succeeded in significantly increasing the efficiency and quality of our business department. We are therefore now in a position to effectively deploy human resources to other areas.“

Frank Hänni, Credit Suisse AG, Zürich

CREDIT SUISSE

Credit Suisse AG

Working closely with Credit Suisse, a leading international financial institution, we have implemented a highly-automated and integrated solution for billing discretionary and advisory mandates.

Our customer and the project

As a leading and innovative financial services provider, Credit Suisse successfully manages many capital investment mandates – numbers steadily increasing.

Previously, the billing of mandates was a very expensive and time-consuming process that required extensive human resources due to the complexity, scope and growing number of mandate agreements.

The billing process demands high transparency requirements and zero error tolerance.

To automate the administration and billing process and reshape it to be faster, more secure and transparent, Sowatec and the Credit Suisse project team implemented a state-of-the-art billing solution based on calculo and integrio that supports straight-through processing (STP).

Challenge
The bank was on request offering customers different flexible fee models for the discretionary mandates it looked after. Management, minimum/maximum and performance fees were charged in various currencies and different asset classes. The bank charged volume, product and minimum/maximum fees for a high number of incoming advisory mandates. Our client wanted a highly-automated solution in order to manage and bill mandates more efficiently.

Goal
By automating the system, the different existing process steps would be quicker to enter, process, bill and approve. In doing so, we needed to ensure auditing reliability. The client requested customer settlements to be performed directly from the system.

Solution
Sowatec developed a software solution, combining calculo and integrio, that comprehensively maps the complex billing process, while making it transparent at all times. Together with automated procedures, this solution minimises process risks.
The mandate structures and types of fees are automatically validated in calculo with the support of integrio and then imported. integrio recognises whether it is a new, updated or deleted mandate and then performs the necessary configurations. All requirements are met in terms of functionality and user-friendliness, as calculo is coupled – via an interface – with the bank's workflow management system, which administers master data from the Portfolio Manager and from which bills and approval processes can be triggered.

Customer benefits

- Automatic configuration and calculation of complex mandates in calculo
- Access to bills and accruals in calculo via the bank's internal workflow tool
- Guarantee of data quality and integrity as well as correction options in integrio
- Data exports to management and information systems
- Reduction of loss of income due to faulty pricing for contractual changes
- Automated, audit-compliant bills

Special Features

- Integration into the Credit Suisse work-flow application to support straight-through processing (STP)

- Automatic configuration of mandates in calculo

- Guarantee of data quality and integrity through integrio: Identification of mandate changes

What the new system offers:
- Import and configuration of master data, contractual conditions and fee types in calculo
- Import of movement data (including transactions and portfolios)
- Selection and combination of different fees, e.g. management fee, minimum/maximum fee, manual fee and performance fee
- Different definitions of the calculation basis, e.g. average invested capital on the basis of weighted inflows and outflows, and calculation on the basis of deferred periods
- Monthly accrual billing (current month, period to date)
- Manual correction options, e.g. for one-off discounts or credits
- Traceability of the change history at all times
- Monitoring of status and changes in the process monitor
- Creation of customer bills

In Conversation

Interview with Frank Hänni, Director Asset Management Finance, on the use of calculo, triggered by the CS internal workflow tool.

What benefits does the new system offer to Credit Suisse and its customers?
Compared with the previous system, our entire billing process is now much quicker in all aspects. With around 70% of the process now automated, we have been able to significantly reduce the processing burden in our business departments while increasing efficiency and quality. This also means that we can now make use of the human resource savings by deploying them elsewhere.

Have you received any feedback from your customers?
Our customers naturally expect to receive bills for their mandates within a reasonable period of time. Thanks to the current automated system, we are able to ensure a consistently fast process, regardless of the internal resources changes.

Do you envisage further potential to automate processes?
We would of course like to increase the level of automation, particularly for mapping complex contracts and calculations with a high number of exceptions to the set of rules. Therefore, since the start of the project we have also been working closely with Sowatec to further expand the level of automation in specific areas, depending upon our requirements.

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"The new system delivers clear benefits for Credit Suisse in terms of speed, security and functionality."

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How was the collaboration with Sowatec?

We constantly receive positive feedback from our specialist department regarding the excellent support that Sowatec continues to provide. Above all, we really value the company's solution-oriented work. In response to our queries, Sowatec quickly sends information and recommendations for solving and dealing with any issues that arise.

Our employees who are involved in the project are very satisfied with the swift and reliable implementation of the project and all the complex requirements. In the meantime, the system has been working extremely well.

Do you have further plans to digitalise bills?

We still send invoices via the traditional route, which is by post. Our customers have informed us that they would also (or only) like to receive their bills via email. We are currently looking at the technical and organisational prerequisites for this new process.

Do you have any plans to implement the solution in other business units?

Currently there are no plans to deploy the solution outside of Switzerland. However, the generic and configurable approach of calculo is extremely interesting for implementing other projects, such as replacing our internal trailer fee solution. We can well imagine using calculo for the implementation of additional and future business requirements.

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