



Business Services  
From HCL  
*The Next Gen BPO*

# Case Study

## Capital Markets

HCL's continuous improvement program delivered savings up to 10% of the annual revenue & overall resource reduction of 20% to a global investment bank.

### Client

A global investment bank providing an assortment of financial products and services to corporate and institutional clients along with private and business clients.

### Business Challenges

- Improve return on equity
- Reduce costs
- Reduce time-to-market for new products
- Remain the best financial service provider

### Area of Engagement

- Securities Operations
- Trust & Securities Services
- Reconciliation
- Corporate Actions
- Brokerage & Fee Services
- Derivatives Documentation and Settlement
- FX Cash, Options, Money Market & Commodities Operations
- Loan Operations
- Data Management
- Client Reporting

## HCL Solution

An integrated solution for operations, infrastructure and technology was created:

Operations	Infrastructure	Technology
<ul style="list-style-type: none"><li>• Securities Operations</li><li>• Trust &amp; Securities Services</li><li>• Reconciliation</li><li>• Corporate Actions</li><li>• Brokerage &amp; Fee Services</li><li>• Derivatives Documentation and Settlement</li><li>• FX Cash, Options, Money Market &amp; Commodities Operations</li><li>• Loan Operations</li><li>• Data Management</li><li>• Client Reporting</li></ul>	<ul style="list-style-type: none"><li>• End-User Computing</li><li>• Data centre services</li><li>• Network Services</li><li>• Manager security services</li><li>• Application Operations Services</li><li>• Process and Tools Services</li></ul>	<ul style="list-style-type: none"><li>• ADM Services</li><li>• Production Support</li><li>• Testing</li><li>• Application Portfolio Optimization</li><li>• Enterprise Transformation Services</li></ul>

## HCL Solution - Key Tenets

- Transitioned over 230 processes involving more than 250 applications to support end-to-end back office processes across all the asset classes.
- Handled 95% of clients Reconciliation functions and Equity Prime Brokerage Transactions and 85% of Forex, Money markets, Commodities and FX Options functions.
- Supported Trust & Securities Services with fiduciary responsibility, with payments of 10-12 billion USD per day.
- Developed an in-house web based MIS application to assist OTC Derivative confirmation management process.

## Business Benefits

- Implemented multiple six-sigma and lean projects leading to savings of 10% of annual revenues
- Implemented BPR programs leading to business and technology transformation
- Implementation of a new operating model for Trust Services Operations leading to elimination of 18 sub-processes and 20% reduction in resources
- Significant savings in annual revenues Operational Risk reduction through decreased manual intervention: 17% reduction in FTEs in Custody and Trust Services
- 40% reduction in reconciliation effort through improved STP rates



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