



Operation of SDS solutions on dedicated infrastructure and with dedicated Operations Team with many years of experience and a high degree of expertise.

Comprises the entire process from the analysis of requirements regarding hardware, performance and security, the setup of the specific technical infrastructure, installation and configuration of solutions on the Managed Services environment to the complete transfer of the operational responsibility.

FUNCTIONAL HIGHLIGHTS

INITIAL TECHNICAL SETUP: Setup of the infrastructure based on the calculated hardware capacities, which covers the requirements of the respective customer regarding scope of services, volume and performance.

INITIAL CUSTOMER SETUP: Transfer of the operation of the existing customer solution to the operating environment of SDS.

RELEASE MANAGEMENT: Execution of the required software upgrades and control of deployment on the different operating environments.

APPLICATION PROCESSING: The daily business: Ensuring the smooth operation of the SDS Solution.

CONFIGURATION MANAGEMENT: Execution of the required functional system parameterisations in agreement with the customers.

MONITORING: Monitoring of the ongoing operation and identification of deviations from the system standard behaviour.

SERVICE DESK: Excellently trained first-level support as central point of contact for all customer queries.

FI MASTER DATA: Management of financial instrument master data for SDS Solutions in the SDS GEOS FI system.

SDS TESTAHEAD: Functional tests for individual changes or entire projects, execution of individual and automated regression tests.

BUSINESS VALUES

Complete coverage of infrastructure and operation of all SDS solutions.

Considerable reduction of infrastructure and operating costs for the customer.

Clearly defined services and transparent pricing models.

Availability of current software versions at any time.

Quick reaction to resource bottlenecks through sophisticated monitoring.

High elasticity upon adjustment of processing power and memory.

Highest security standards for data protection and failure safety.

Transparent operation by means of comprehensive SLAs and governance models.

Easy access via professional service desk.

Working with SDS

SDS is continuously setting digital standards in financial market operations, regulations and compliance solutions for the international financial industry. The comprehensive SDS portfolio covers state-of-the-future products and services for all customer and market related processes, ranging from global securities and derivate processing, regulatory, tax and compliance automation, solution-based consulting, professional testing services to managed services.

More than 3,000 financial institutions worldwide with over 10,000 users in about 80+ countries trust in SDS and its sustainable business values. With our proven industry experience of over 4 decades, we have become a highly trusted and equally reliable partner of renowned financial institutions all over the world. SDS is Member of Deutsche Telekom, one of the world's leading providers of information and communications technology. www.sds.at

SDS

Software Daten Service Gesellschaft m.b.H.
T-Center, Rennweg 97-99
1030 Wien, Österreich
E-Mail: marketing@sds.at
www.sds.at

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