

# SDS MANAGED SERVICES

End-to-end software operations from one source.

[sds.at](https://sds.at)





# SDS MANAGED SERVICES

Do what you can do best. We do the rest.

With SDS Managed Services, SDS assumes responsibility for the operation of SDS solutions on an own infrastructure and offers a comprehensive service offer corresponding to agreed-upon service level agreements.

## SDS MANAGED SERVICES

Focussing on the core business by outsourcing the operation of SDS solutions.



Finding the whole in the detail and vice versa./Microscopy photo/Photosynthetic bacterium.

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## SDS MANAGED SERVICES

For more than 40 years, SDS has been providing future-oriented software solutions and additional services in the areas of securities processing, tax and regulatory reporting as well as compliance for the international financial industry. More than 3,000 financial institutions with over 10,000 users in more than 80 countries as well as renowned service providers trust in SDS and its sustainable business values.

As a leading provider of state-of-the-art software solutions, it goes without saying that SDS takes up current trends in software development and in the operation of its software products in order to provide its customers with efficient and affordable operation of its solutions and thus ensure investment reliability in its products.

Following this trend, we – together with an infrastructure operator – also offer our solutions as an SaaS model (SDS MANAGED SERVICES) in addition to the classic on-premises model. SDS takes care of the installation and maintenance of the SDS solutions with an operational team that has been appointed specifically for this task – either on the system environment of the infrastructure operator or on a system environment provided by the customer („Application Management“ model).

Highest possible security and compliance standards guarantee data protection, failure safety and data restorability in case of disaster.

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## WHAT ARE MANAGED SERVICES?

In the past years, operational models have developed within the IT industry that abstain from classic on-premises installations on the infrastructure of the customer and that increasingly shift the software operation responsibility towards operators that are specifically geared for this purpose. These operators take care of software installation and operation on dedicated environments and provide a comprehensive service offer corresponding to clearly specified service level agreements.

The great advantage is that the customer does not need to worry about software installation and operation, but can concentrate on the relevant business. This results in much leaner IT teams that are focused on core tasks and thus in significant cost savings.

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## ADVANTAGES FOR THE CUSTOMER

The main advantages for the customer when using a „Managed Services“ model are:

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Initial acquisition costs for hardware and software can be largely avoided and are covered by a rental model. Costs are evened out and become predictable – „CAPEX to OPEX“.

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Low infrastructure costs – economies of scale at the infrastructure operator reduce infrastructure costs.

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Release upgrades including all required installation and migration activities do not have to be carried out by the customer.

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Infrastructure and performance monitoring, disaster recovery planning and parts of testing are the service provider's responsibility.

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Short-term increases of memory or processing power can be covered in line with the demand.

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Highest possible security and compliance standards guarantee data protection, failure safety and data restorability in case of disaster.

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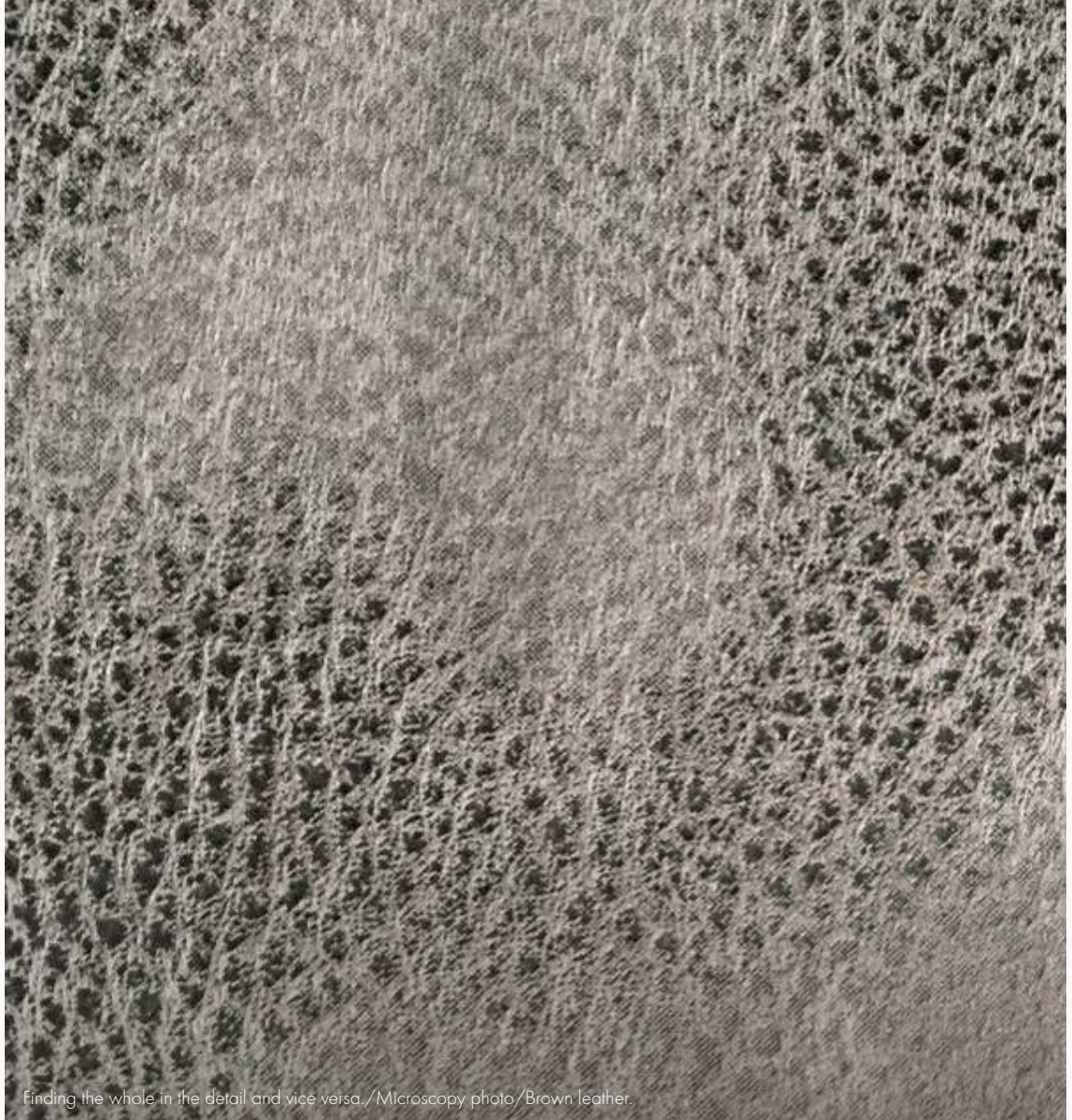
The regular reporting of the agreed-upon KPIs is binding according to the service level agreements.

# SDS MANAGED SERVICES

From one source: SDS provides the entire process from software development to software operation.

The „Managed Services“ offer by SDS comprises all activities from the analysis of requirements regarding hardware, performance and security, the setup of the specific technical environments for the customer, installation and configuration of solutions on the SDS Managed Services environment to the complete takeover of the operational responsibility.

Thus, SDS provides the entire process from software development to software operation from one source. This minimises risks and throughput times for the implementation of new requirements and for defect corrections and it ensures realisation and implementation of software changes in the shortest time possible.



Finding the whole in the detail and vice versa./Microscopy photo/Brown leather.

THE SDS MANAGED SERVICES CAN BE CLASSIFIED AS FOLLOWS:

SERVICE	SCOPE OF SERVICES
INITIAL TECHNICAL SETUP	Setup of the infrastructure based on the calculated hardware capacities which correspond to the requirements of the respective customer regarding scope of services, volume and performance. This comprises the entire hardware configuration, consisting of server, storage and network, the system software as well as all components for operation and for safeguarding failure safety.
INITIAL CUSTOMER SETUP	Transfer of the operation of the existing customer solution to the operating environment of SDS. In particular, the required test and production environments are set up and the operational data and configuration data as well as the parameterisations of the customer system are transferred. After this preparatory work has been completed, the solution is implemented in the operating environment of SDS.
RELEASE MANAGEMENT	<p>The SDS solution is always kept up to date by the SDS operational team. If the software needs to be changed – for instance due to new market requirements, legal provisions, defect corrections or issues of adaptive maintenance – the following activities are carried out within the framework of this service:</p> <ul style="list-style-type: none"> <li>• Execution of the required software upgrades</li> <li>• Control of the deployments on the different operating environments (test, pre-production and production through a clearly defined set of rules in cooperation with the customer)</li> <li>• Documentation of all upgrade procedures for seamless traceability without gaps</li> </ul>
APPLICATION PROCESSING	Ensuring the smooth operation of the SDS solution. This includes the creation of batch chains for the automated execution of recurring processes as well as the execution of irregular batches or batches with a specific parameterisation upon a customer's request.
CONFIGURATION MANAGEMENT	The functional parameterisations required for the smooth operation of the SDS solution are coordinated with the customer as part of this service and are carried out by the SDS operational team. Moreover, settings for interfaces (data format, technical connection) are defined, demo processes are configured and settings for user exits are provided.
MONITORING	Through constant monitoring of current operation, any arising resource bottlenecks can be counteracted swiftly. In addition to the detection of irregularities, the results of the monitoring activities are used for the analysis of any occurring errors and thus allow for a highly efficient defect assessment in the event of an error.
SERVICE DESK / INCIDENT MANAGEMENT	The service desk is the central point of contact for service customers to submit enquiries or special service requests. After an initial diagnosis, the tickets are pre-filtered by a well-trained first level support team and passed on to the operational team or to the infrastructure operator as a second instance if the tickets cannot be resolved by the first level support team.
SDS GEOS FI-STAMMDATEN	Management of financial instrument master data for SDS solutions in the SDS GEOS FI system. This data is maintained across customers in a central database. The data pool is accessed by SDS solutions exclusively in read mode, changes can only be carried out by the data provider.
SDS TESTAHEAD	<p>The optional service SDS TESTAHEAD provides support and relief for the customer during the execution of functional tests and user acceptance tests. This service comprises</p> <ul style="list-style-type: none"> <li>• functional tests for individual changes or entire projects for the customer and</li> <li>• automated regression tests, optionally on a dedicated, internal test environment or on the test or pre-production environment.</li> </ul>
SECURITY	The SDS security standards comprise all measures that are taken by SDS for the safe operation of the SDS solution and for the protection of sensitive data. The aim is to prevent damage by third parties, to prevent unauthorised access to or theft of information and to ensure the security of customer data in case of unforeseeable events (disaster recovery).

# SDS MANAGED SERVICES

## CUSTOMER VALUE

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With SDS Managed Services, SDS provides the option to outsource operation of SDS solutions to SDS. This model offers essential advantages in comparison to operation through the customer:

Significant reduction of initial acquisition costs as well as running infrastructure and operating costs.

Complete coverage of all areas that concern infrastructure and software operation by means of clearly defined services and transparent pricing models through a well-trained SDS operational team with distinct role assignment and defined governance processes.

Availability of current software versions at any time - release upgrades and all required migration steps are carried out by the SDS operational team on all agreed-upon operating environments corresponding to a transparent release policy.

Implementation of sophisticated monitoring processes that quickly identify any deviations of the system behaviour from the normal state. Possible optimisation measures can be taken promptly in coordination with the customer.

Performance and penetration testing as well as disaster recovery planning and testing are regularly carried out by SDS together with the infrastructure operator and identified security gaps are closed.

Regular reporting of the agreed-upon KPIs (such as performance indicators, utilisation and number of security incidents) by the service manager at SDS on the basis of the defined service level agreements.

Rapid elasticity - high flexibility and short reaction times for the adjustment of processing power and memory to current requirements during processing peaks („pay as you go“).

Highest security standards to ensure data protection and failure safety with sophisticated service levels that can be adapted to specific requirements. Possible security vulnerabilities are analysed by the security experts and the corresponding security patches are imported at the earliest possible time.

Availability of a professional service desk that handles enquiries or defect submissions based on the agreed-upon service level agreements and coordinates the implementation with all partners involved.

With this service offer, SDS permanently provides its customers with an ideal mix of minimal risk and cost-effective and future-proof operation of SDS solutions.



Finding the whole in the detail and vice versa./Microscopy photo/Photosynthetic bacterium.





# SDS MANAGED SERVICES: A clear role concept ensures smooth operation.

## ROLES

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In order to ensure the smooth operation of SDS solutions in a Managed Services model, SDS has developed a role concept with clearly assigned responsibilities and communication paths. In particular, this concept comprises the following roles:

**SERVICE MANAGER:** Is responsible for the entire service portfolio of a specific SDS solution and communicates directly with the Service Managers of the customer and with the infrastructure operator.

**KEY ACCOUNT MANAGER:** The „customer’s ear“ handles escalations, coordinates extensions to the service offer with the customer and makes statements that are binding regarding deadlines and commercial issues.

**OPERATIONS MANAGER:** Runs the operational team and is responsible for application processing and service monitoring.

**SERVICE DESK MANAGER:** Runs the service desk team and is responsible for the timely and correct processing of customer enquiries and incidents. If an incident concerns the technical infrastructure, the Service Desk Manager coordinates his activities with the first level support team of the infrastructure operator.

## GOVERNANCE

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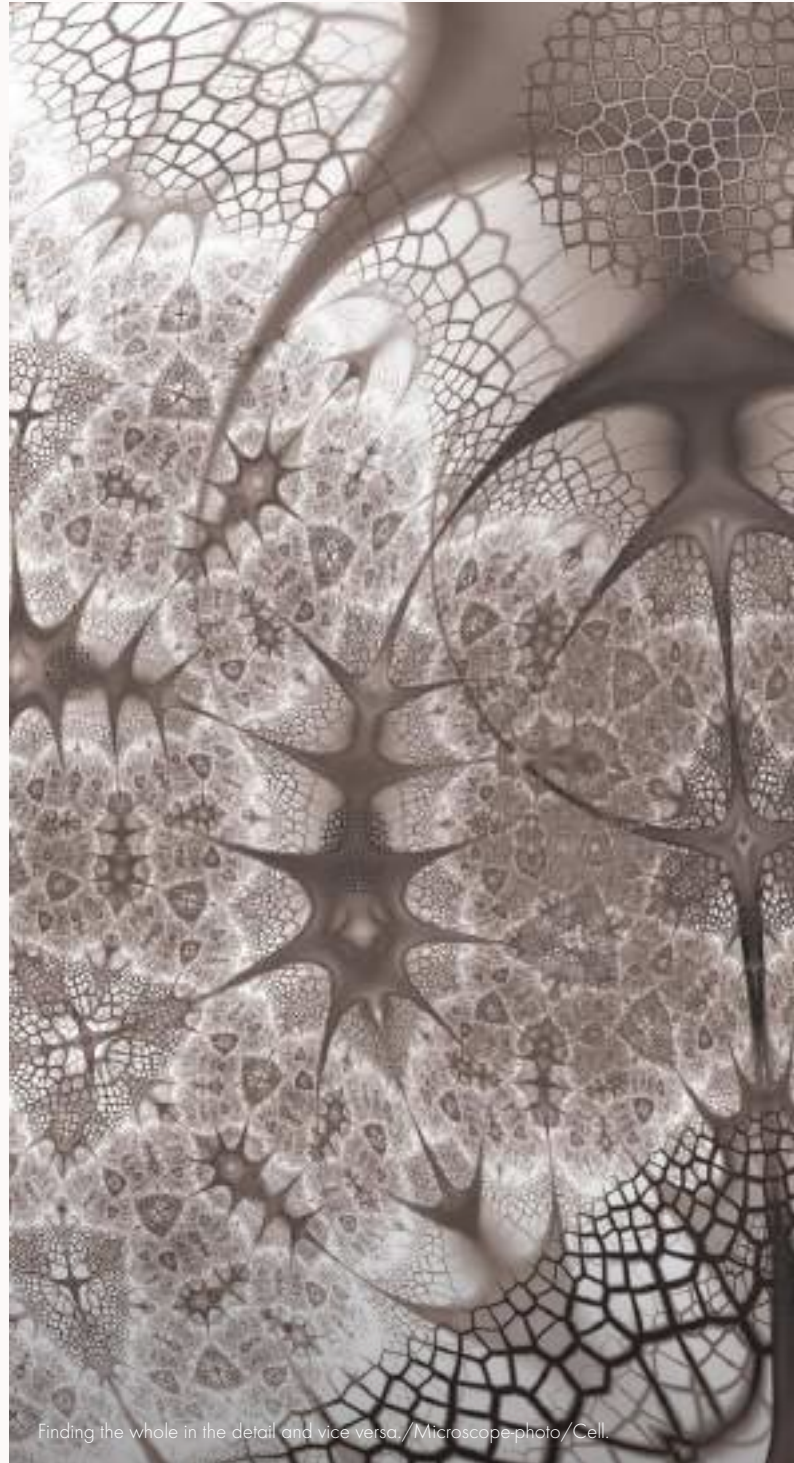
In accordance with the SDS governance concept, the persons nominated for the listed roles are the first point of contact in their field of responsibility for all topics related to the service, both on the customer side and on the side of SDS.

A regular, formal exchange of information in which the service-related topics of the last reporting period are discussed and documented in a traceable manner ensures long-lasting and constructive collaboration between all parties involved.

**TEST MANAGER:** Plans and controls the testing activities of the SDS test team and is responsible for test progress and for the creation of test reports. He coordinates all testing activities internally with the Release Manager and externally with the customer’s Test Manager.

**RELEASE MANAGER:** Is responsible for the coordination of the deployments of defect corrections and change request implementations as well as of release upgrades with the customer’s Release Manager, the Operations Manager and the Test Manager.

**SECURITY MANAGER:** Is responsible for compliance and maintenance of the security guidelines. He is also in charge of performing security trainings and audits. He coordinates his activities with the Security Manager of the infrastructure operator.



Finding the whole in the detail and vice versa./Microscope-photo/Cell.



## SECURITY

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Our preferred partner as an infrastructure provider has been successful in the IaaS business for many years and can count some of the biggest European groups as his customers.

Meeting the strictest security requirements is, of course, a prerequisite for the successful operation of infrastructure services. The security baseline is guided by the international standard ISO/IEC 27001 and additionally extends it by the topic of risk management.

With the SDS security standards, SDS has the same objectives. As a company that is certified according to ISO 27001 and ISO 22301, SDS ensures that both the software and the processed data are protected from damage, falsification, loss, theft and unauthorised use at any point in their life cycle.

## AT A GLANCE

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As a leading provider of software solutions, SDS takes up current trends in the operation of software solutions and now also offers its customers a Managed Services model for its solutions in addition to the familiar on-premises operational model.

In future, SDS will thus assume responsibility for the entire process from software development to the operation of the solutions on an own infrastructure, if desired.

Sophisticated service and role definitions, a well-trained service desk, clear governance structures and state-of-the-art security concepts ensure low-threshold access to our services and minimal risk for customers when using our solutions.

The customer can focus on his core competence and the relevant business instead of additionally having to take care of the operation and maintenance of complex software solutions. Thus, leaner and more focused IT teams can complete their core tasks much more efficiently and economically than before.

With this offer, SDS takes an important step towards modern operational models and enables its customers to permanently operate its solutions in a risk-free, cost-efficient and future-proof manner.



Finding the whole in the detail and vice versa./Microscopy photo/Photosynthetic bacterium.



## Working with SDS

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SDS continuously sets digital standards in terms of advanced solutions for securities processing, regulatory issues and compliance for the international financial industry. The comprehensive SDS portfolio covers reliable products and services for all customer- and market-related processes, from global securities and derivatives processing, regulatory, tax and compliance automation and solution-oriented consulting to professional testing services and managed services. More than 3,000 financial institutions worldwide with over 10,000 users in more than 80 countries trust in SDS and its sustainable business values.

With industry experience of more than four decades, SDS has become a highly trustworthy and equally reliable partner of renowned financial institutions all around the world. SDS is a member of Deutsche Telekom AG, one of the world's leading providers of information and communications technologies.  
[www.sds.at](http://www.sds.at)

## SDS

Software Daten Service Gesellschaft m.b.H.

T-Center, Rennweg 97-99

1030 Vienna, Austria

E-Mail: [marketing@sds.at](mailto:marketing@sds.at)

[www.sds.at](http://www.sds.at)

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