

# Finance Services: The partner for the finance industry

---

Finance Services designs, implements and operates standard industry-specific systems and individual solutions for around 190 banking and insurance institutions. In addition, as the leading BPO partner for cantonal and universal banks, we handle all aspects of the securities business and payment transactions.

---



## Overview of Finance Services

### Brief profile

Finance Services at Swisscom IT Services guarantees professional consulting and expert implementation of IT solutions for the financial sector.

Finance Services at Swisscom IT Services (SITS) knows its business. Our core competences include the implementation of core solutions, consulting & solutions, application management and IT infrastructure services. We also concentrate on all aspects of the securities business and payment transactions, and we are a leading BPO partner for cantonal and universal banks.

### Swisscom IT Services Group facts and figures

- Revenue (2010): CHF 907 million / CHF 531 million (third market)
- 400 customers
- 16 further locations in Switzerland
- 3300 employees (of which 500 external employees)

### Finance Services facts and figures

- Revenue (2010): CHF 328 million
- Number of customers (2010): 190
- Number of locations worldwide: 12
- Number of employees (February 2011): 840

### Management Board

- Marcel Walker, Head of Finance Services
- Nicola Claglùna, Head of Corporate Services
- Heiner Eichenberger, Head of Client Management
- Gerhard Flury, Head of Operations
- Johannes Höhener, Head of Finance BPO Services
- Marcel Ottiger, Head of Avaloq & Finnova Projects
- Horst Wurm, Head of Consulting & Solutions

### Business segments

#### Consulting & Solutions

Business Consulting • IT Consulting • Software Engineering • Testing • Sourcing  
E-Services • Risk Management

#### Implementation of Core Solutions

Banks                      Investment Management                      Insurance Companies

#### Application Management

#### IT Infrastructure Services

## End-to-end services for comprehensive solutions

### All from a single source

Finance Services makes the Swisscom IT Services Group the leading Swiss consulting and implementation partner for the financial sector. The range of services of the entire group is complemented by managed operations focusing on application management and the hosting of complex solutions. The result is a comprehensive range of services for the financial sector along the entire value chain.

Because our services are modular, you can purchase them individually or as part of a complete package. Our services encompass:

- Consulting: Business and IT consulting, risk management
- Solutions: Software engineering, testing, sourcing, e-services
- Implementation and configuration of core solutions for banks, investment companies and insurance companies, in particular for the Avaloq and Finnova banking solutions
- Application management for core solutions
- IT infrastructure services, provided at the Swisscom IT Services data centres, including workplace management
- BPO services: all aspects of the securities business and payment transactions

### Our strategic success factors

#### Industry expertise and IT know-how

- Comprehensive expertise in the banking and insurance industries
- Experience with leading IT systems, tools and methods

#### Reliable implementation

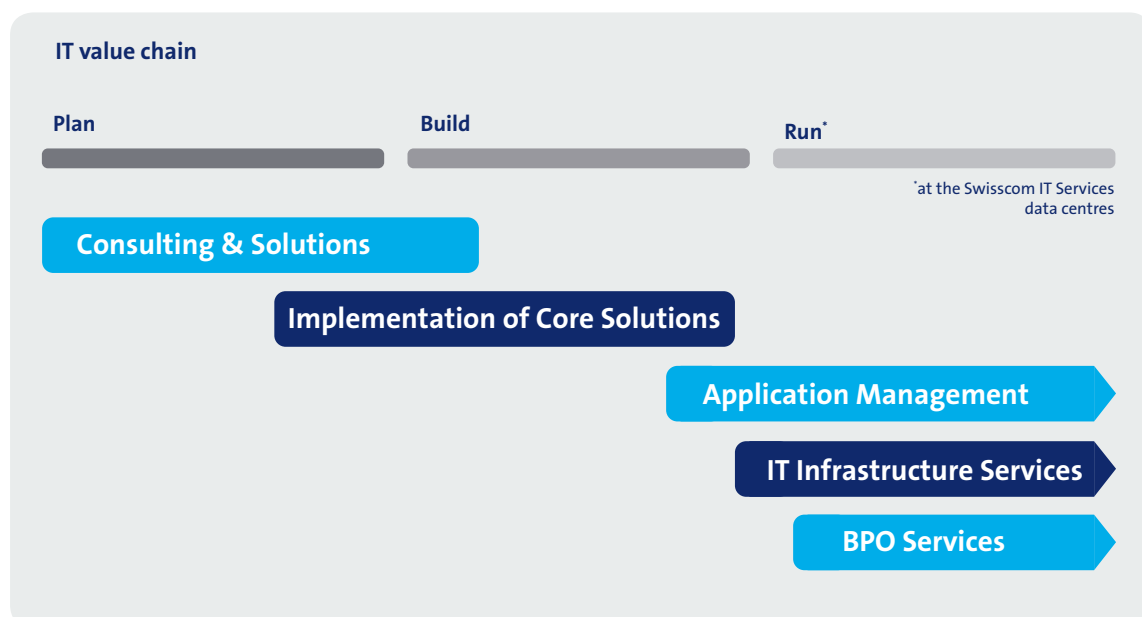
- Implementation of projects from concept to operation
- Cost efficiency thanks to standard solutions, industrialisation and economies of scale
- Stability and financial strength as part of the Swisscom Group

#### Customer relationship management

- Development and cultivation of personal customer and partner relationships
- Investment protection for our customers due to long-term commitments

#### Corporate culture

- Appreciation, trust and leadership as a basis
- Entrepreneurial thinking, personal responsibility and independence among employees



## Customer overview



## Finance Services – The preferred sourcing partner for the finance industry.

**Contact**  
[info.finance@swisscom.com](mailto:info.finance@swisscom.com)



Swisscom IT Services Finance AG  
[www.swisscom.ch/finance](http://www.swisscom.ch/finance)