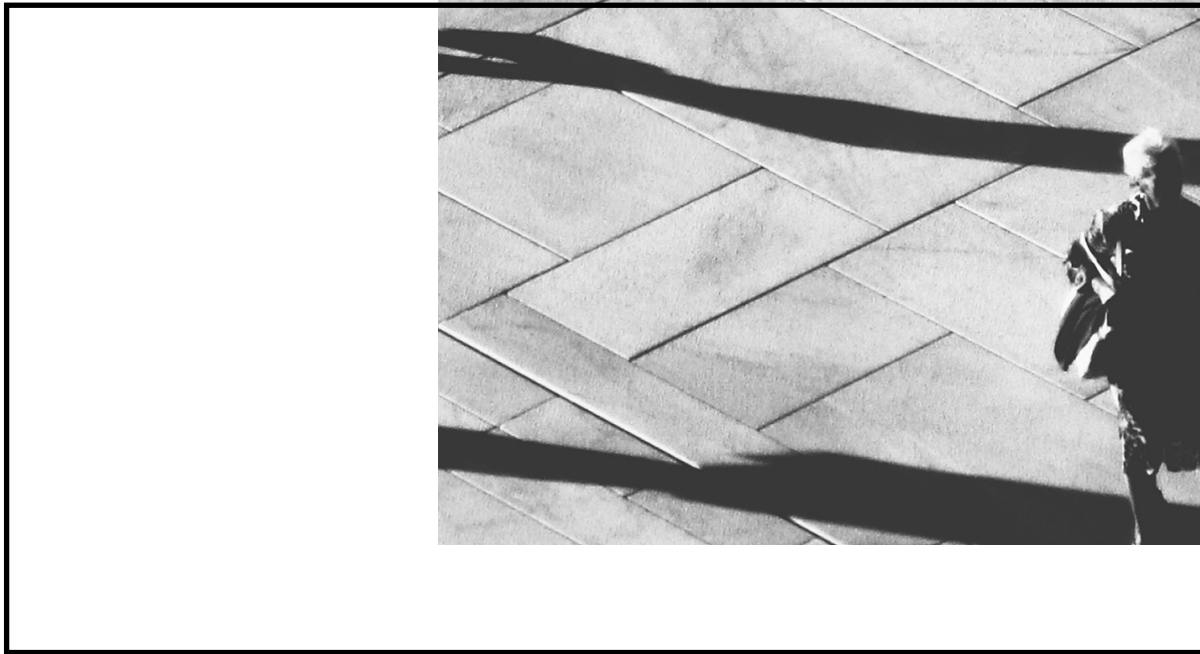


**FRONT OFFICE ASSESSMENT
WEALTH & INVESTMENT MANAGEMENT**



CAPCO

White Paper





**WHY MUST YOU GET ON
THE FRONT FOOT WITH
FRONT OFFICE STRATEGY?
BECAUSE REGULATORY
PRESSURES - AND THE NEVER-
ENDING PURSUIT OF COST
EFFECTIVENESS - DEMAND
IMPROVED EFFICIENCY.**

Use a full Front Office assessment as a window into organisational performance

In today's operating context, the Front Office is recognised as a key potential booster of organisation-wide performance. The pressure on financial institutions to deliver consistent and integrated information to the regulator is relentless. Senior management and shareholders are pursuing ever-higher levels of service innovation to clients. And as digital evolves, expectations of reporting and analysis are growing too. Front Office functionality should - more than ever - be front of mind.

Don't leave Front Office technology capability to chance: understand, benchmark, improve

Capco's Front Office Assessment Framework is a practical tool that builds insight into the key components of your Front Office. The output is a thorough and highly focused understanding of all key front-related processes and tasks. Bank-wide benchmarking combined with new awareness of specific areas for improvement. The knowledge gained helps executives stay right on top of market activities and trends.

Frame your front office challenge – with the Capco Front Office Framework

Start with deeper understanding of your as-is operational state. Then use our modular approach – flexible and fully transparent – to focus on the areas inside your organisation that matter most: the ones most profoundly impacted by regulatory change and demanding prompt attention. Focus your Front Office efforts to put your performance in front.



CAPCO FRONT OFFICE FRAMEWORK

- Client relationship management

- Corporate strategy execution

- Governance, risk & compliance

- Management activities

1 MODULE 1 / CURRENT STATE

High level

Online Assessment & Benchmarking

Online assessment of your Front Office based on Capco's framework, to provide accurate and comprehensive comparison to relevant benchmarks.

Two modules – one shared objective

Our logically structured two-module approach shares a single objective: comprehensive and actionable understanding of the true state of your Front Office organisation, creating a clear view of practical next steps. Module One's online survey builds high level understanding. Module Two's in-depth analysis of your responses provides detailed insights, along with quick wins and long-term solutions.

Module One employs closed questions to develop a comprehensive picture of key Front Office processes and roles. This picture is then compared to market benchmarks. The 'four-dimensional' approach allows pre-selection of specific areas for exploration, ensuring the most efficient use of respondents' time. On completion of the online assessment, Capco will review the response and feedback a consolidated and precise presentation of the results.

2 MODULE 2 / IN DEPTH ANALYSIS & PROPOSED MEASURES

Detailed



Detailed interviews

Detailed answers to selected dimensions of Module 1 allowing a deeper **understanding of your current activities.**



Industry benchmarking

In-depth **benchmarking** customised to suit the relevant peer groups.



Focus groups

Validation of the preliminary conclusions to enable consensus on next steps.



Quick wins and long-term solutions

Illustration of **findings complemented by quick wins & long term solutions** to enable strategic realignment.

Module Two drives deeper insights from the online assessment output generated in Module One. Specific pain points previously identified are explored further by interviewing relevant employees.

On completion of both Modules, you will receive a full 360° view of your current performance in such key business areas as finance, risk, compliance and innovation. This view is made even more informative by showing your as-is state benchmarked against competitors. And it's complemented with insights into innovations and practical improvement measures to apply going forward.

As soon as your own focus groups validate the preliminary findings, we transform the output from the Modules into a series of quick wins, followed by long-term solutions. Now you have the basis for a Front Office front-runner that's ready for growth.



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ABOUT CAPCO

Capco, an FIS™ company, is a global business and technology consultancy dedicated solely to the financial services industry. Our professionals combine innovative thinking with our unrivalled first-hand industry knowledge to offer our clients consulting expertise, complex technology and package integration, and managed services to move their organizations forward. Through our collaborative and efficient approach, we help our clients successfully innovate, increase revenue, manage risk and regulatory change, reduce costs and enhance control. We specialize in Banking & Payments, Capital Markets, Wealth & Asset Management and Technology Services. We serve our clients from offices in leading financial centers across North America, Europe, Asia Pacific and Africa.

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