



Document Risk Review Support for a Global Financial Services Company

85% reduction in average processing time per fund agreement due to the development and implementation of a replication module

eClerx helped a global financial services company manage their contingent and economic risk by effectively designing data models for the capture of unstructured data, deploying a “Quality Control Workflow Tool” across multiple data streams and maintaining data accuracy against SLAs

Challenges

Our client, a global financial services company headquartered in Switzerland, providing investment banking, asset management and wealth management services to private, corporate, and institutional clients worldwide faced significant challenges across digitization and analysis of its counterparty legal agreements to enable identification, measurement and monitoring of contingent and economic risk.

Some of the key challenges included:

- **Data Availability** – the client had an incomplete counterparty-wide view of legal agreement risk. Only a few agreement types were digitized, data for which was fragmented and not fit for purpose
- **Project Scalability and Cost** – the in-scope document population was large and consisted of legacy agreements that required SME (Subject Matter Expert) and operational expertise to digitize the master agreement data within a limited timeframe (**18 - 20 months**) and budget
- **Data Security** – the legal agreements contained sensitive counterparty information which required strict internal and regulatory guidelines

The client chose eClerx as its strategic partner for its subject matter expertise across data modelling and analytics, operational control, data quality, competitive pricing and customer service. The key objectives of the project included:

- Data model design for digitization of **89 different agreement** types
- Develop workflows and operational controls for data capture of **60, 000+** agreements on agreed timelines and **SLA accuracy rate of 98.5%**
- Develop reports and dashboards for data capture visualization

Solution

eClerx undertook a pilot program to digitize a sample set of agreement types for the client and provide the related analytics reports and dashboards. A client – vendor review was conducted across all participating vendors and eClerx was selected as the partner of choice to design, develop and manage the client’s counter party agreement digitization project. The approach, best practices & innovation included:

Contact eClerx

Americas:
+1-212-551-4150

EMEA:
+44-0-20-7529-6000

APAC:
+65-6225-2988

Learn more at www.eclerx.com/fs

 @eClerxFS
sales@eclerx.com

Transition and Change:

A detailed project plan was formulated to deploy the project as below:

- **Phase I**

- eClerx SMEs and data scientists were deployed onsite for 3 months to develop data models for 2 of the largest document types. The same was demonstrated to internal consumers via workshops for finalization
- eClerx's proprietary data capture tool was customized to suit the client's requirements and deployed to perform data capture. End-to-end documentation including data capture rule books, standard operating procedures and operational metrics templates were developed
- In parallel with phase I, eClerx built and deployed an offshore data center (ODC) in line with the client's technical and IT security standards at its India facility within a short span of 2 months

- **Phase II**

- eClerx deployed its ADAPT (Assessment – Design – Analyse – Parallel Run – Training) framework to ensure best practices of project management and transition were implemented along with knowledge management across data models, rulebooks, and tools. These were deployed within the ODC and operationalized within a larger team structure
- Review checkpoints were established to ensure consistency and correctness of the data capture and its adherence to the client's internal risk audit timelines

Relationship Management:

- To ensure that the project outcomes were effectively delivered, a robust relationship management framework was deployed where:
 - A dedicated eClerx onsite relationship / project manager was deployed to work with the client's strategic leadership team to guide project execution, review progress against plan, provide course corrections and prioritize output as required
 - Client and eClerx project managers (SME, Operations and IT) interacted on daily and weekly forums to review operational metrics, address queries and resolve issues
 - A structured change management forum was established that continuously reviewed and assessed the client's internal consumer feedback and implement the required changes to project deliverables

Best Practice and Governance

- The best practices generated by the eClerx team are as follows:
 - Implementation of an additional audit layer to sustain accuracy rates above the SLA (Service Level Agreement)
 - Automated data validation checks prior to upload onto client systems to ensure faster availability of agreement data for client's risk analysis
 - Customized workshops for demonstrating data models to target internal consumers. This resulted in greater client engagement, project visibility and internal buy-in
 - Data capture rulebooks were developed post consultation with the client's end consumers to ensure data standardization and accuracy of the data capture
 - A robust change management forum to continuously assess and prioritize feedback on output and change requests. This resulted in faster implementation of changes to data models and rule capture

Contact eClerx

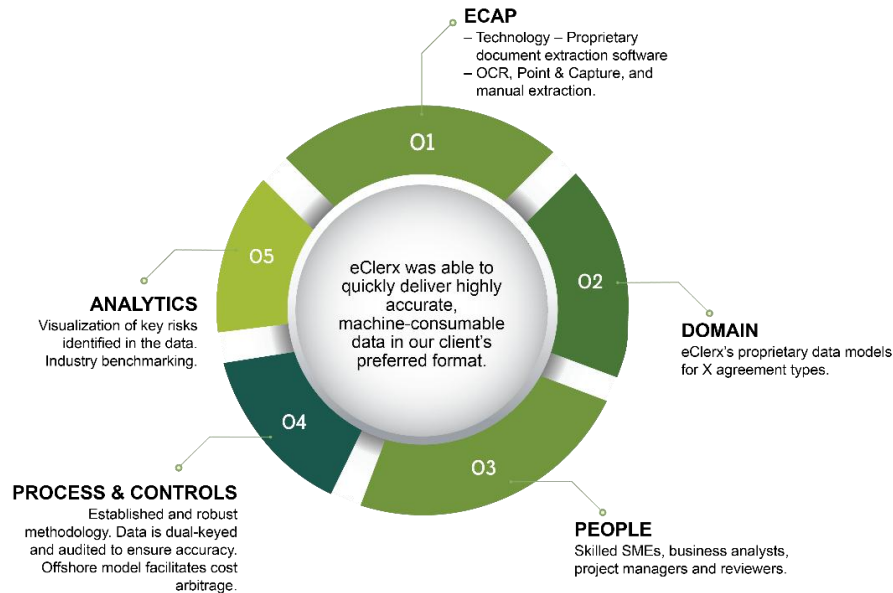
Americas: +1-212-551-4150
EMEA: +44-0-20-7529-6000
APAC: +65-6225-2988

Learn more at www.eclerx.com/fs

 @eClerxFS
sales@eclerx.com

Innovation

- Innovative data modelling approach to capture unstructured data from bespoke agreements to ensure a machine consumable output for the client
- Development of a “Quality Control Workflow Tool” to efficiently track accuracy checks, manage feedback from various client consumer groups, conduct RCAs (Route Cause Analysis), and remediate data issues across multiple output streams



Benefits

- The client is now able to identify, measure, monitor and manage contingent and economic risk in its core legacy master agreements
- **85% reduction** in average processing time per fund agreement due to the development and implementation of a replication module
- The client has met its loss avoidance objectives through accurate master agreement data; losses were previously being attributed to poorly or non-captured master agreement information
- Removed dependency on manual reviews of the client's legacy master agreements for identification of novel provisions.
- Consistently achieved **data accuracy of 99.5%** as against a **threshold of 98.5%**
- Improved risk assessment structures of counterparty profiles for the client due to availability of a single view of master agreements with a particular counterparty

About eClerx

eClerx provides critical business operations services to more than 30+ global Fortune 500 clients, including many of the world's leading financial services firms, online retail and distributors, interactive media and entertainment, high tech and industrial manufacturing, travel and leisure, and software vendors, through operational support, data management and analytics solutions. Incorporated in 2000, eClerx is India's first and only publicly listed knowledge processing (KPO) company and is today traded on both the Bombay and National Stock Exchanges of India. eClerx was ranked as one of Forbes Asia's 200 Best Under a Billion List and named as finalist in Teleos' Most Admired Knowledge Enterprise award. eClerx employs over 8,500 employees across its global delivery centers and offices in Verona, Phuket, Mumbai, Pune and Chandigarh plus global client relationship locations in New York, London, Philadelphia, Silicon Valley, Austin, Dublin, Milan, Munich, Hamburg and Singapore. For more information, please visit www.eclerx.com.

United States

286 Madison Avenue, 14th Floor,
New York, NY 10017

United Kingdom

1 Dover Street, 1st floor,
London, W1S 4LA

Singapore

9 Battery Road, #11-00 Straits
Trading Building, Singapore
049910

Registered Office

Sonawala Building, 1st Floor,
29 Bank Street, Fort, Mumbai
–400 023, Maharashtra, India

Contact eClerx

Americas:
+1-212-551-4150

EMEA:
+44-0-20-7529-6000

APAC:
+65-6225-2988

Learn more at www.eclerx.com/fs

 @eClerxFS
sales@eClerx.com