



Optimizing IT Resources for Financial Services

Increase efficiency and streamline operations to reduce IT expenses and increase resource flexibility

In today's challenging economic environment, the need to reduce costs while still supporting business initiatives is a stark reality. IT departments are increasingly required to resolve difficult budget challenges with Dell Services, and shift from high fixed costs to more controllable variable costs. With Dell Services, you can save on support teams, automate processes for back-office and transactions, and implement a services-based model for systems and operations.

Dell Services has been developing and operating mission-critical applications and infrastructure for leading financial services companies for nearly 20 years. Our expertise includes integrated solutions for data center, network, workspace, applications development and maintenance, and business process solutions. We also deliver specialized expertise in areas such as payment transformation, risk compliance, enterprise loyalty, and data management, as well as insurance policy administration and claims processing. We provide banks, capital markets, and insurance companies a full spectrum of services spanning consulting, project management, team extension, outsourcing, and modular services.

Extend Teams Globally

Dell Services continually seeks out technology professionals with a track-record of success. We can extend your resources with a global workforce of high-caliber and high-quality people with a proven ability to improve processes and operations. We help bridge gaps in critical skill sets while reducing the cost of common functions.

All of our services can be delivered from anywhere to anywhere to meet availability and locale requirements. Using the CMMI maturity model along with both proprietary and ITIL-based support practices helps ensure quality while reducing support costs.

As a seamless extension of your teams, our global resources:

- Provide additional support for your core operations
- Reduce contractor and consultant costs
- Accelerate deliverables through to project success
- Deliver flexible options to meet your requirements

Transform Operations for Long-Term Cost Reduction

Dell Services has successfully helped leading financial services firms change the way technology improves reporting, meet cost-per-transaction targets, and add customer service capabilities. We have expertise in creating systems that dramatically reduce regulatory compliance costs, extend functionality of multiple channels, and increase customer satisfaction and retention programs. With our consulting and project services, we have:

- Developed critical payments systems for one of Europe's largest clearing houses, processing more than 7 billion transactions per year
- Supported card systems for the world's largest issuer of credit cards
- Rolled out auto leasing systems across five key countries for one of the world's top three auto manufacturers

Cost Control Monitoring and Management Solutions for:

- Applications
 - » Custom and Web Applications
 - » Financial Services Applications
 - » Databases
- Enterprise Computing
 - » Servers
 - » Storage
- Networks
 - » Routers and Switches
 - » Firewalls and VPNs
 - » End-User Computing
 - » Service Desks
 - » Workstations
 - » Security Administration
- Business Processes
 - » Print and Fulfillment
 - » Customer Service
 - » Outbound Call Center

The Dell Services Portfolio enables you to use just the services you want, with the quality and processes you need.

When the long-term ROI and investment required for full outsourcing is not a viable option, Dell Services can reduce the cost of IT operations with easy to implement and simple to manage solutions designed as an extension of your current technology support programs.

Services include the following offerings:

- Server, storage, and network management
- Service desk and desktop engineering
- Applications monitoring and management
- Support for email, database, and ERP functions

We specialize in optimizing IT for all aspects of financial services:

Banking

- Enterprise Loyalty
- Multi-Channel Architecture
- Core Banking System Support
- Cards
 - » Pricing Optimizations
 - » Internationalization of Card Operations
 - » Chip and PIN Enhancements
 - » Card Data Protection and Fraud Management
- Payments and Clearing
 - » Integrated Payments
 - » Straight Through Processing, Messaging, Settlement
- Loans and Mortgages
 - » Common Loan Origination Systems
 - » Credit Decision Tools and Interfaces
 - » Regulatory Change and Reporting Enhancements

Capital Markets

- Securities Processing and Settlement
- Brokerages
 - » Real-Time Trading Solutions
 - » Trade Exception Management
 - » Connectivity Solutions
- Asset Managers
 - » Trade Straight Through Processing
 - » Derivatives Platform Support
 - » Connectivity Solutions with Counter-Parties
- Private Banks/Wealth Managers
 - » Online Portfolio Tracking Tools
 - » Portfolio Analytics and Reporting
 - » Wealth Management System Support

Life Insurance

- Term, Whole, Universal, Interest Sensitive, Joint, Group and Pre-Need Policies

Annuity

- Deferred, Fixed, Immediate, Single Premium, Equity Indexed and Structured

Settlements

- Terminal Funding Contracts

Accident and Health

- Hospital Indemnity
- Accidental Death and Dismemberment
- Critical Illness and Dread Disease

Disability Income

- Short-, Mid-, Long-Term

Property and Casualty

- Business Process Data Entry
- Call Center
- Mailroom

Changing IT for the better

Access our Global Workforce: We provide the right expertise, in the right time zone, at the right cost to fill your skills gaps and budget requirements.

Reduced Resource Cost: Our global delivery platform provides resource cost advantages for IT services by remotely delivering services from our global centers in the U.S., Latin America, Europe, and Asia.

Industry Best Practices: Dell Services has been delivering ITIL service management and CMMI applications delivery for more than a decade.

Industry Leading Tools: Our services can include mature ITIL service management with industry-leading monitoring and management tools to dramatically improve your IT capabilities.

Asset-light Delivery Model: Services are structured to allow fast and simple initiation and achieve faster benefits with less complicated ROI.

The Dell Services Advantage: Full spectrum solutions are ideally suited to provide near-term financial benefits and are easy to acquire and simple to manage

Improve Quality: Creating ITIL-based services for efficiency and accuracy.

Close Skill Gaps: Access our global workforce of skilled, trained, and career-path engaged associates to ensure that the skills and experience level you need are available.

Reprioritize Budgets: Balance IT budgets and invest more in core functions so your current team can invest more in innovation and service.

Reduce Cost: Associate teams from cost-advantaged locations to meet your budget, time zone, and proximity requirements.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.