



CASE STUDY

Raiffeisenbank a.s.



Growing with the Client's Needs

Support for investment product services offered by Raiffeisenbank

Case Study

FINAMIS has been working with Raiffeisenbank a.s. in the Czech Republic since 2006. From the installation of software for the needs of a single department, the system and services have expanded not only within the bank, but the now also serve the needs of the investment firm affiliated with the bank.

The added value for the client is in the flexible delivery of quality products and services, the automation and simplification of the client's work processes, data sharing, and last but not least the cost savings.



Client Profile

> Raiffeisenbank a.s. has been operating in the Czech Republic since 1993. It offers a broad spectrum of banking services for private and corporate clients, with a primary focus on a discerning clientele seeking high quality services, active management of their finances, and professional advice. The bank's majority shareholder is the Austrian financial institution Raiffeisen Bank International AG (RBI). The group's shares have been listed on the Vienna Stock Exchange since 2005. The Raiffeisen Group is regularly awarded the bank of the year award for central and eastern Europe by prestigious magazines such as Euromoney, Global Finance, and The Banker.



Supplier Profile

> FINAMIS s.r.o. is a Slovak software development company that offers integrated solutions for investment banking in the B2B segment – banks, investment firms, fund managers, and securities brokers. The company was founded in 2000 as a branch of the Austrian company Exchange - Information Technologies EDV Consulting (ex-it). The company underwent a significant change in ownership structure in 2010, and today, FINAMIS as a supplier has a portfolio of clients in the CEE region. In 2014, FINAMIS registered a foreign establishment in the Czech Republic, and that same year it gained its first German banking client. FINAMIS has been serving Raiffeisenbank a.s. since 2006.

2006 The Starting Point

> In the beginning, the bank was focussed on covering the needs of their Asset Management department. The bank had seen significant growth in their client base and business transactions were increasing in volume, with no additions to the staff. We started working with the bank in 2006 with a pilot project to supply a software solution for management of client portfolios. The growth in the volume of assets and client base forced the bank to change out their 'old' system for a new, modern and more efficient system. The project was successfully implemented, and the critical moment when the new system, including integration with the bank's existing IT architecture, ran smoothly. The implemented solution achieved greater efficiency, meeting the goals that had been set.

"The true face of mutual cooperation was revealed when the system went live. I think both parties handled this challenge quite well. I appreciate what I consider two levels of our cooperation. The first is the contract level, we have a very positive view of partners who fulfil everything they undertook in the contract. The second is the human and communications level. The IT specialists are able to communicate with us, business people, in a language we can understand. The team of IT specialists form a very strong part of this company."

interview with manager of
Asset Management, 2008

2016 The Present

Ten years after cooperation began, the solution that was based on the products AMS and AMS-WEB has grown into full coverage of the systems and processes of the financial markets, with support for investment products, client segments, operation of an exclusive brand of private banking, and service for 100% of the affiliate company of the parent bank. FINAMIS delivers solutions for streamlining work that:

- ✓ provides employees with an overview of all the assets of the end client
- ✓ allows employees to migrate clients easily to and within individual segments
- ✓ simplifies distribution channels (available types of sales channels)
- ✓ serves as a centralised tool for financial advisors and bank branches
- ✓ generates consolidated reporting online (statements)
- ✓ addresses legislative pre- and post-trade transparency (MiFID, MiFID II)

> End Client Segments

- ✓ affluent
- ✓ asset management
- ✓ private banking
- ✓ retail

> Investment Product Support

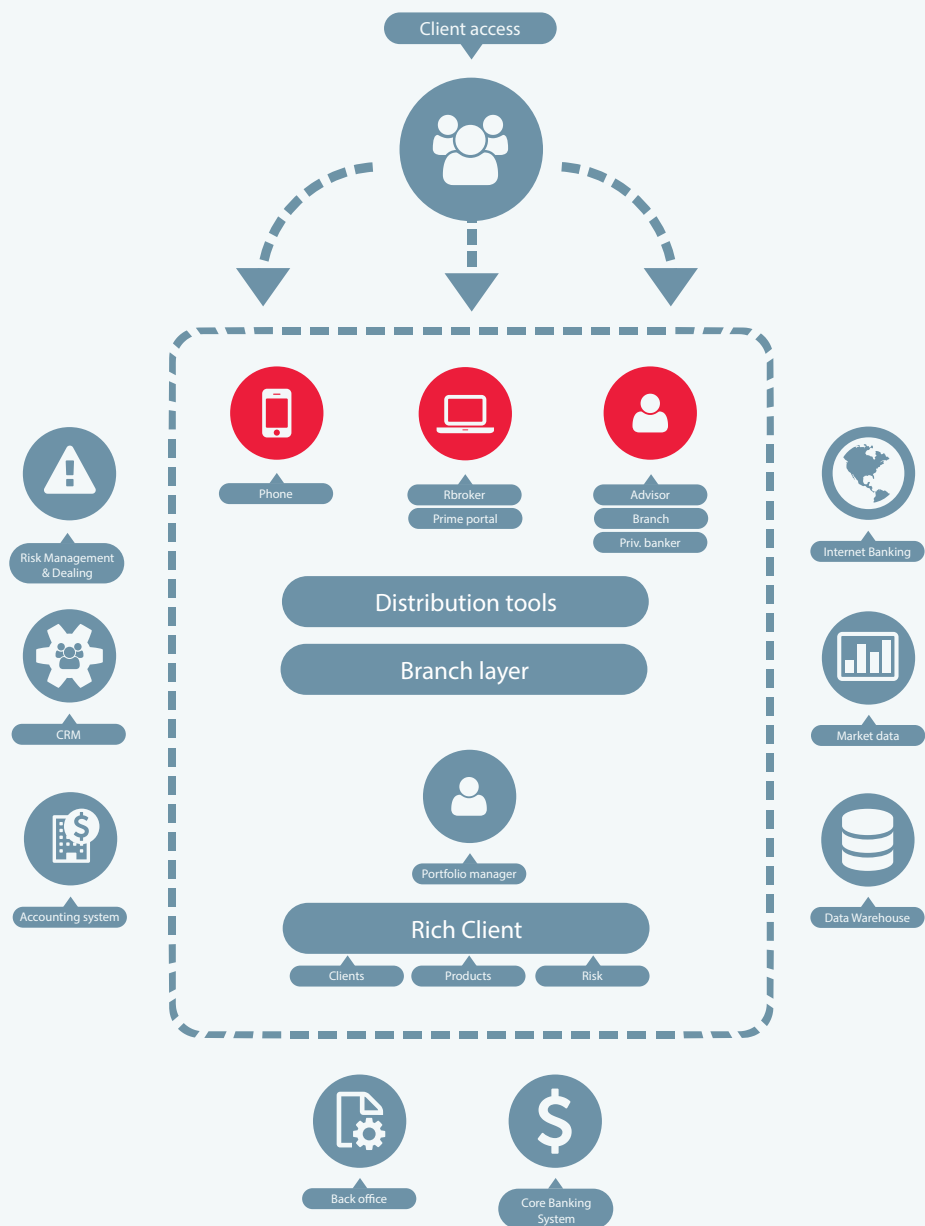
- | | |
|----------------|-------------------|
| ✓ Shares | ✓ FX Forward |
| ✓ Certificates | ✓ FX Spot |
| ✓ Bonds | ✓ FX Swap |
| ✓ ETF | ✓ Premium Deposit |
| ✓ Funds | ✓ Time Deposits |
| | ✓ Warranty |

> Affiliate Company for Collective Investment

- ✓ Raiffeisen investiční společnost a.s.

Distribution Channels, Architecture and Integration

> The AMS/AMS-WEB solution supports the bank's investment services at the internal department level. It serves various client segments through a variety of distribution channels. The entire solution is stably integrated into the bank's IT infrastructure, with automated communication with the nearby systems.



Processes

> Overview of the processes FINAMIS presently provides for investment banking at Raiffeisenbank.



Benefits

- > systemic coverage of investment products traded on the European market
- > flexible implementation of new IT and business requirements
 - high quality software delivered on time
- > knowledge of the client's real business needs, processes and products
 - we are more than just an IT partner
- > support for the requirements of regulatory bodies (ČNB, ESMA, MiFID, EMIR)

"FINAMIS, our long-term strategic IT partner for investment banking, treasury and asset management, delivered the modifications for the investment banking support system on time and in the expected quality. This allowed us to launch full product support for investment products for clients transferred from Citibank to the Raiffeisenbank environment."

Jan Pudil

Member of the Board of Directors responsible for Treasury and Investment Banking
Executive Director of the Treasury & Investment Banking

"Over the course of nearly ten years of cooperation we have implemented an incredibly efficient system for asset management that fully covers management of assets in individual portfolios, a front-office system for trust unit management, as well as a system for client trading on financial markets. I give very high marks to the professionalism and commitment of the employees of Finamis and their very communicative and client-oriented approach. Time is also an important factor, as is the supplier's great flexibility in implementing the client's requirements."

Michal Ondruška

Head of Asset Management, Raiffeisenbank a.s.
Board Member, Chief Investment Officer, Raiffeisen investiční společnost a.s.