INFORMATION UNIFIED

Streamline Transfer Agency and Investor Servicing

Oracle FLEXCUBE Investor Servicing
ORACLE IS THE INFORMATION COMPANY
Use Oracle FLEXCUBE Investor Servicing to conduct transfer agency and fund distribution business over any channel the customer chooses while avoiding the costly back-office nightmare of using point solutions.

Over the last decade, the investment fund industry has undergone a paradigm shift. Although market dynamics were once dictated almost entirely by manufacturers, today there are large global integrators—or asset gatherers—who heavily influence industry trends through multichannel distribution of quality fund products. Adding to the complexity of the new investor services landscape is the convergence of mutual funds distribution with retail banking. Together, these factors have led to new and formidable challenges for transfer agents and fund distributors.

The best option for overcoming these new obstacles is to embrace a functionally rich, cost-effective, and sophisticated technology platform that can handle all the operational demands from you and your customers. Oracle FLEXCUBE Investor Servicing is a comprehensive transfer agency and funds distribution system that offers the flexibility and scalability today’s market requires. With multilingual, multicurrency, and multientity features, it doesn’t merely help fund management companies service investors efficiently but, rather, it automates the entire transfer agency function. In addition, it helps organizations define and roll out innovative new products that create a competitive advantage.

Oracle FLEXCUBE Investor Servicing delivers comprehensive functionality for all your business processes involving transfer agency and fund distribution on a common platform, using industry-standard tools. This enables you to deploy a unified application that addresses all channels and functions to produce a solution that will scale to meet your needs. Customers around the globe have selected Oracle FLEXCUBE Investor Servicing, combined with the proven project execution and implementation methodology of Oracle’s solutions, to achieve unparalleled business results.
End-to-End Transfer Agency and Fund Distribution Solution

Oracle FLEXCUBE Investor Servicing is a state-of-the-art, customer-centric solution that offers a single view of a customer across all channels and relationships. Through two primary modules that address the processing needs of mutual funds and unit-linked insurance and investment products, the solution serves several market segments, including:

- Fund management companies
- Transfer agency and registry service providers for investment funds
- Distributors of mutual funds
- Private banking institutions offering mutual funds and related products

Oracle FLEXCUBE Investor Servicing can manage the entire lifecycle of a fund—from initial public offering through income distribution. This end-to-end solution can efficiently manage and integrate all entities in the business chain, including fund managers, distributors, registrars, clearing agents, trustees, custodians, and other financial intermediaries. Oracle FLEXCUBE Investor Servicing supports effective distribution of funds through a fund house’s point-of-sale network or a bank’s automated network of branches.

Flexible, Scalable Architecture

Highly scalable to users and transactions, Oracle FLEXCUBE Investor Servicing offers flexible business rules and user-definable parameters that ensure easy adaptability to business needs in fund distribution, mutual funds processing, and transfer agencies. It is completely browser-based, with Web-enabled workstations connected to a central remote database server to create an online, real-time infrastructure. Seamless delivery of funds and products to investors is provided by Oracle FLEXCUBE Direct Banking or through integration of Oracle FLEXCUBE Investor Servicing with existing internet applications.
Service-Oriented Architecture and Process Orchestration Enabled

Oracle FLEXCUBE Investor Servicing is progressively being enabled for service-oriented architecture (SOA). A comprehensive and wide ranging set of Web services allows for process orchestration as well as easy integration with any legacy or third party solution. This move toward SOA enables banks to leverage their existing enterprise assets while ensuring better return on investment.

Oracle BPEL Process Manager offers a comprehensive and easy to use infrastructure for creating, deploying, and managing business processes. Oracle FLEXCUBE Investor Servicing is integrated with Oracle BPEL Process Manager for viewing and managing tasks in the application. This integration deals with the functional aspects of business processes and directly addresses process challenges, such as coordinating asynchronous communication between services, correlating message exchange between parties, implementing parallel processing of activities, and supporting long running business transactions and activities.

The process framework enables you to

- Design message content by defining data flow between execution steps
- Perform data transformation (message exchange)
- Define execution of various steps in the process through business rules
- Define routing of data between different steps in the process (flow control)
- Determine whether a particular user is eligible to perform a specific step, enhancing security
Comprehensive Front-Office and Back-Office Functionality

Oracle FLEXCUBE Investor Servicing improves operational efficiency, by aligning and automating front- and back-office processes associated with a transfer agency and investor servicing business processing cycle. With its modular architecture, it provides business processes and functionality as components that enable you to deploy functionality in phases. It also helps you quickly deploy new products, fund structures, and features to minimize your time to market and maximize your adaptability to changing business situations.

Front-Office Functionality Enables Seamless Customer Service

Providing a unified face to customers across all channels is critical for success in today’s competitive market. The ability to achieve this goal depends on the technology platform you choose for building your business—all options are not equal. Most financial institutions interact with their customers over a series of point solutions that result in different data in disparate systems. The power of Oracle FLEXCUBE Investor Servicing is that it was built with a unified solution in mind to capture and manage key front-end processes seamlessly with back-office processes so your customers can receive the best service across whatever channel(s) they choose for transacting business. By meeting the demands of your customers, your company will create a lasting competitive advantage.

Key Architecture Benefits

- Increased performance, scalability, and reliability
- Extended customer reach
- Rapid launch of sophisticated fund structures
- Lower total cost of ownership
- Enhanced features including reporting, security, and multicurrency support
- Reduced transaction costs
Key Supported Front-Office Processes

- Data input and maintenance for unit holder accounts and preferences
- Complete support for regular savings and withdrawal plans
- Data input for transactions at the branch and distribution outlet levels
- Batch upload of transactions for remote branches and offline outlets
- “Anywhere Transacting” capability
- Comprehensive support for transactions and reversals
- Compliance support for know your customer and anti-money laundering
- Policy and plan capture, top-up, surrender, recurring premiums, annuities, and policy switch support

Fact: Oracle FLEXCUBE Investor Servicing was classified as a “Next Generation Transfer Agency System” by the U.S.-based Barrington Partners in its April 2008 report.
Fact: Oracle FLEXCUBE was ranked highest on both advanced technology and breadth of functionality by Celent Communications in its research report on Global Core Banking Solution vendors in 2006.

Expansive Back-Office Functionality Powers Operational Efficiency

Although sales may drive revenue, profitability is maximized through efficient operations. This is of paramount importance in the transfer agency line of business, given the nature of the industry. The choices you make for operational systems and processes can either enhance or erode your bottom line. One of the most common causes of inefficiency in the financial services market is poor technical consolidation. The problem is that most solutions lack the comprehensive functionality needed to truly provide a unified back office—but Oracle FLEXCUBE Investor Servicing does do that. It delivers a robust set of placeholder and processing capabilities to meet all your transfer agency and fund distribution requirements, enabling you to embrace one solution to achieve operational efficiency and enhance your margins.

Enabling Transfer Agency Businesses Worldwide

Since its launch in 1996, Oracle FLEXCUBE Investor Servicing has been deployed in more than 24 countries in Asia, Africa, Europe, Japan, the Middle East, Latin America, and the Caribbean islands and has enabled transformation programs for global and regional transfer agency businesses.
Key Supported Back-Office Processes

- Comprehensive framework for defining business entities and hierarchies
- Highly parameterized and rules-driven process for creating fund structures and products with various business attributes as prescribed by business
- Historic, forward, regular, irregular, and specific date pricing
- Support for umbrella fund structures with multiple hierarchies and multiple classes of shares—CLASS A/B/C shares with support of true contingent deferred sales charge
- Effective intermediary management—retrocession, distribution, trailing, and periodic commission support based on user-defined rules for payment amount, method, and frequency
- Dividend processing—declaration and payment frequency for whole or partial cash and stock dividends
- Complete support for fund corporate actions—split, merger, reverse split liquidation, and capital payout
- Flexible configuration of unit-linked insurance and investment products
- Static and master data setup for holidays, currencies, exchange rates, and other core parameters
- Support for numerous other processes, including taxes (withholding and capital gains), alternative language, letter of intent, certificate processing for script-based funds, and messaging
- Compliance with European Union Savings Directive Act and Irish withholding tax
Fact: Since its launch in 1997, more than 340 financial institutions in over 115 countries have chosen Oracle FLEXCUBE.

Oracle FLEXCUBE Investor Servicing Architecture

Oracle FLEXCUBE Investor Servicing is built on a comprehensive footprint that addresses business requirements of asset management companies, registrars, transfer agents, and distributors.

CONTACT US

For more information, please visit oracle.com/industries/financial_services or call +1.800.ORACLE1 to speak to an Oracle representative.

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.