

# assentis



Perfecting Customer Communication



**assentis**



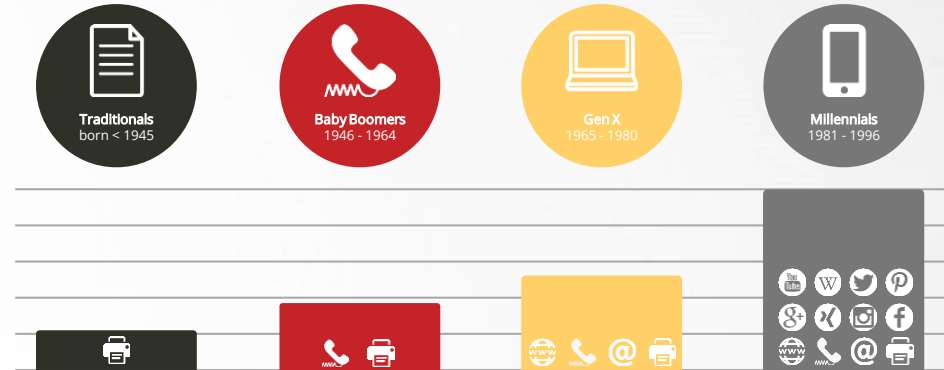
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# Communication Across All Channels

Customer Communication Management (CCM) has become much more diverse in recent years.

Do technology-driven innovations make customer communication easier?

On the contrary: Complexity is increasing rapidly!



**Good customer communication is consistent and easy to manage. The following examples show how it works.**

# Assentis Enables Digital Communications...

... between you and your customers



## Acquisition

Investment Proposals  
Fact Sheets and Flyers  
Campaign Management

...



## Onboarding

Account Opening  
Investment Policy  
Statements  
Welcome Letters

...



## Execution

Corporate Action  
Notifications &  
Confirmations  
Trade Confirmations  
Cash Advices

...



## Periodicals

Customer Statements  
Customer Reports  
Tax Documents

...

Is that what a report looks like today?

A hand is pointing at a tablet screen that displays a dashboard with various data visualizations. The dashboard includes a bar chart titled 'Strategic Asset Allocation', a bar chart titled 'Asset Allocation vs Strategy', a line chart titled 'Asset Allocation vs Strategy', a table titled 'Asset Allocation vs Strategy', and a bar chart titled 'Allocation'. The hand is pointing at the 'Asset Allocation vs Strategy' bar chart. The tablet is a black iPad. The background is a plain white wall.

<b>Consolidated overview for all portfolios</b>	
Overview	
Performance Overview - Current Year	
Performance Overview - Historical	
Performance of selected indices	
Asset Allocation	
Currency Allocation (Risk Currency)	
1201254.01 XXXXXXXXXXXXXXXXXXXXXXXX	
Overview	1
Portfolio Statement	1
Acquisitions	1
Cash Statement	1
1201111.62 AM MUSEUM EDUCATION ENDOW FD GBP	
Overview	
Portfolio Statement	
Acquisitions	
Cash Statement	
1201348.83 XXXXXXXXXXXXXXXXXXXXXXXX	

Yield Analysis - GBP						
Units / Nominal	Description	Current Price	Income	Yield	Book cost	Total GA
Leasing currency	ISIN					Market value % of asset
100,000	1.375% NTS American Express Credit Corp 2009-1.10.14 Reg-S	107.59	2,150.00	4.99%	41,784.00	43,212.71
	XS04X510567					
80,000	4% NTS BP Capital Markets PLC 2009-29.12.14 Reg-S Series 6B	106.11	3,200.00	3.77%	76,800.00	87,572.15
	XS04X300247					
100,000	3.675% EMTN Commonwealth Bank of Australia 2010-14.12.15 Reg-S Series 4750 Senior	107.59	3,875.00	3.60%	101,180.00	110,969.15
	XS06G020758					
200,000	5.5% Ethen Invest Co 2010-2.7.18 (EXP30.6.18) on FTSE 100 Index 12m	1.09	0.00	0.00%	200,000.00	218,000.00
	GG00B08F481					
100,000	5.5% EMTN British American Tobacco Holdings BV 2006-15.9.18 Series 300 Senior	113.38	5,000.00	4.84%	97,000.00	114,073.15
	XS047309569					
115,000	1.875% Cit UK 2007-22.11.22 RPI Index Linked	126.94	2,580.86	-0.23%	160,131.84	135,405.93
	GB00B120414					
89,000	10% NTS UK Gb 2012-22.34.44 RPI Index Reg-S	98.58	0.00	-0.00%	82,775.29	1,512.21
	GB00B7N0065					
100,000	5.125% NTS Scottish Widows PLC 2005-Without Fixed Maturity Variable Rate Reg-S (Subord)	84.75	5,125.00	0.00%	82,500.00	5,269.52
	XS0320410442					
10,000	Redwood PLC Investment Company - Preferred Income Fund Class A -2003_5th	10.42	2,552.90	2.45%	101,391.24	2,808.76
	GB0032175249					
Total Fixed Income GBP			39,863.76		1,238,799.77	96,526.74
Total Fixed Income			39,863.76		1,238,799.77	96,526.74



# From Output Management To Customer Communications

The customer experience is driven by speed, individualization (relevance) and multi-channel communication.

## Traditional Output Management

- Decentralized management, many different systems
- Standardized information
- One-way flow of information
- Simple paper printing
- Batch processing/mass printing



## Efficient Customer Communication Management

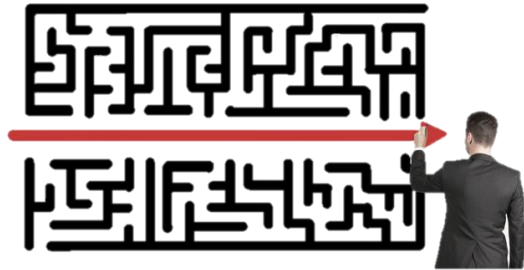
- Cost savings through control in one platform (complexity reduction)
- Individualized and personalized
- Interactive
- Across all channels, including mobile
- Quick



# Ressources...

... is central for us. We reduce your costs for commissioning and system updates. At the same time, the business has more resources at its disposal to build valuable relationships.

For example, banks typically require several man-days for the composition, filling and delivery of suitable reports on financial portfolio data in wealth management.



**This does not have to be the case:**

With the Assentis solution, this can be done by the business itself within a few hours, without IT intervention being necessary.

# From Reporting Directly To Investment Proposal

## Yesterday: Static Wealth Management Report

### Value of your portfolio and asset allocation

CHANGE IN THE VALUE OF YOUR PORTFOLIO



Please note that percentages are rounded to the nearest w

#### Portfolio valuation

30 Sep 2015						
Quantity	Description	Book Cost	Market Price	Market Value	% of Total Value	Estimated Gross Yield
DEBT AND EQUITY INTEREST						
5,000,000	JPITON MULTIFUND DYNAMIC BONDH EUR INC NAV	12,942	10.83 EUR	54,793	3.74%	3.87%
2,832.00						
Portfolio valuation (continued)						
30 Sep 2015						
Quantity	Description	Book Cost	Market Price	Market Value	% of Total Value	Estimated Gross Yield
EQUITIES						
24,541.00						
35,815.00						
138,902.00						
30 Sep 2015						
Quantity	Description	Book Cost	Market Price	Market Value	% of Total Value	Estimated Gross Yield
EQUITIES						
7,000.00						
1,140.00						
1,097,000	FIRST STATE GBL LN GRN LBTED INFRASTRUCTURE AC	43,833	11.86 USD	42,885	2.70%	0.00%
11,270.00	1,770,000 INCHENHOFER WERKE GBL TECHNOLOGY HF FIB AC	17,196	1667 EUR	17,513	1.07%	0.00%
586.00	2,180,000 POLAR CAPITAL FUNDING/TECHNOLOGY APPL INC NAV	27,716	15.64 GBP	47,438	2.97%	0.00%
	1,422,000 POLAR CAPITAL FUNDING/TECHNOLOGY APPL INC NAV	17,716	12.70 USD	18,523	1.15%	0.00%
5,106.00	SCB TOTAL SECTOR SPECIFIC	396,495		127,582	8.76%	
COMMODITY						
43,026.00	2,117,000 BLACKHILL AN LN GOLD & COMMODAL RES	37,323	7.2196 GBP	19,044	1.31%	112
	SCB TOTAL COMMODITY	37,323		19,044	1.31%	112
	TOTAL EQUITIES	428,542		815,563	56.00%	8.37%
ALTERNATIVES						
INFRASTRUCTURE						
18,349,000	INEL INFRASTRUCTURE (IND COMPS) INC	27,492	1.209 GBP	28,314	1.97%	1,337
17,938,000	INT PUBLIC FUNDING (IND COMPS) INC	27,492	1.209 GBP	28,314	1.97%	1,337
	SCB TOTAL INFRASTRUCTURE	54,984		56,628	3.94%	2,674
	TOTAL ALTERNATIVES	54,984		56,628	3.94%	2,674
	TOTAL ALLOCATIONS	1,095,562		1,891,522	80.10%	22,714

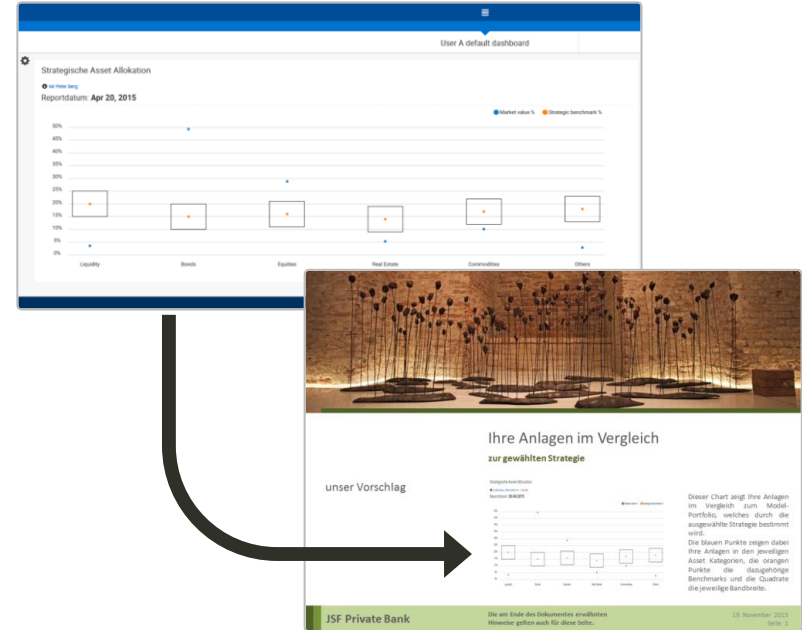
### Investment profile

Your account is operated under the Execution Only agreement, whereby you are completely in control of your decision making and simply require CGWI to execute deals. Under this agreement, CGWI are not permitted to provide opinions or give any stock specific views or recommendations. CGWI does not act for you in any investment advisory or investment management capacity. This means that you are responsible for your own investment decisions both at an individual stock level and at a portfolio level.

If you require further clarification on the above, or should you wish to obtain information on CGWI's investment advisory or investment management services, please contact the account executive handling your account.

This valuation of your holdings has been provided at your request to assist you to monitor your holdings more effectively.

## Today: From interactive online reporting directly to investment proposals



# Investment Proposals On-Demand


An investment proposal takes 3 minutes with Assentis and can be created directly from the report by RM.

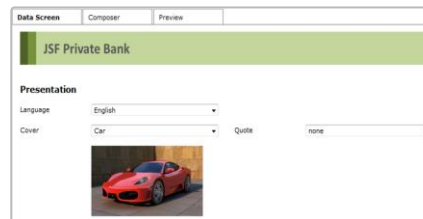
The proposals meet all requirements:

- ✓ Completely up-to-date data
- ✓ The right slides in the right order
- ✓ Compliance with marketing and CI/CD guidelines
- ✓ Approval from legal
- ✓ Automatic versioning and filing

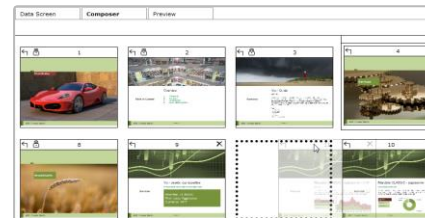
**PLUS** Incredibly fast edits across all templates - thanks to a central repository.

**PLUS** No IT involvement necessary - the sales department can operate independently.

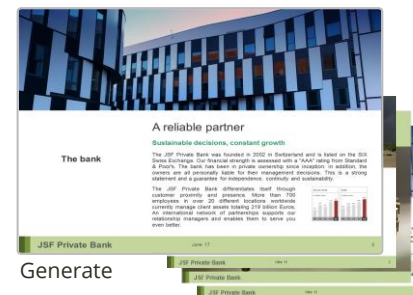
 Completely in your CI/CD



Prepare



Customize



Generate

# It Really Couldn't Be Easier

Anytime and anywhere - even with the tablet.

- ✓ Product Presentations
- ✓ Customer Presentations
- ✓ Fact Sheets
- ✓ Portfolio Review & Investment Advisory
- ✓ Marketing Material
- ✓ Etc.



## Software as a Service

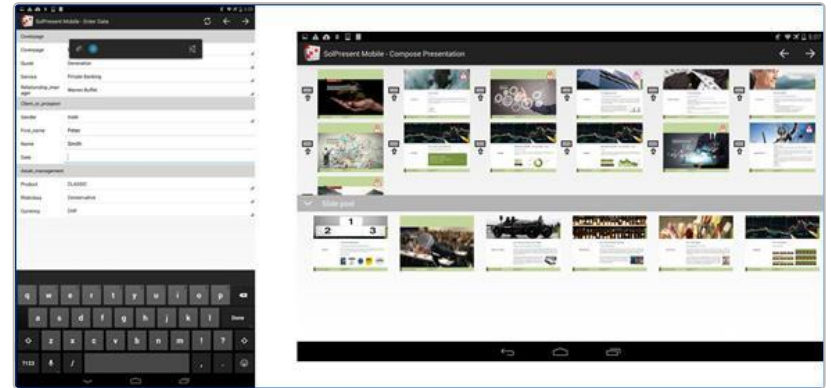
Complete service without installation. Compliant and stable - the all-round worry-free package.

or



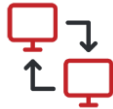
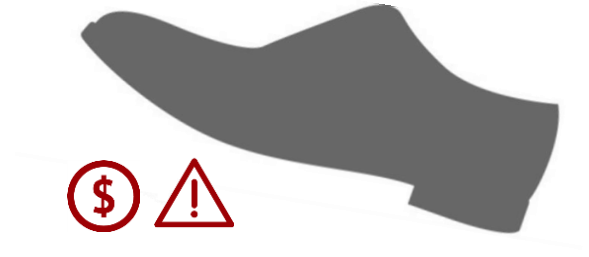
## On Premises

Installed and hosted in your environment. Including stunning professional services.



App

# Reduce Costs And Risks



Out-of-the-box integration into core systems

Seamless integration into third-party systems

Proven and stable



Minimal IT dependency

Short time-to-market

Quality assurance through workflow

# The Assentis Solutions



**Marco Ialuna**  
Senior Key Account Manager

[marco.ialuna@assentis.com](mailto:marco.ialuna@assentis.com)  
+41 76 469 00 07

«

More and more people are using their mobile phones for banking. They get annoyed when documents, forms or reports are not prepared for mobile use.

»

Let's talk about customer communication. Together, we will find out how Assentis can help you to perfect your customer communication.

# Assentis Technologies

**Incorporated**  
2002 / privately  
owned



**Subsidiaries**  
Germany, Austria,  
Singapore,  
USA



**Target industry**  
Financial services



**Headquarters**  
Rotkreuz,  
Switzerland



**Alliances**

Core, back-office and  
front-end banking  
software vendors as  
well as providers of  
complementary  
technologies and  
services

**Customers**  
100 + renowned clients globally



**Employees**  
~100



# Our Customers



SOBACO



Berlin Hyp



Many of our customers cannot be listed here due to contractual restrictions.

- Around 100 banks, insurers, asset managers and administrations worldwide rely on Assentis.
- Every third Top 20-banks in Europe work with Assentis solutions.
- Among others, the three largest banks in Germany and the two largest in Switzerland are Assentis customers.
- An important advantage: Smaller companies benefit just as much from the focused Assentis solutions as large ones. We serve many development banks, cantonal banks, health insurance funds and regional insurers as valuable customers.

# Some Statements ([www.assentis.com](http://www.assentis.com))

« Swiss Life Germany is migrating over 560 document templates from our legacy system to the Assentis DocFamily solution, as part of the modernization of our customer correspondence. Without the help of the Assentis Template Factory, this project would not have been possible in such a short time and its quality. The service, the cooperation and the processing efficiency by the people of the Template Factory have been outstanding. Our requirements were solved professionally and on time. We greatly appreciate the authentic appearance of Assentis and their collaboration. »

**Baysal Bektaş, Head of Department, Business Document Management at Swiss Life**

« We have been professionally and competently supported in various enhancement projects and release upgrades. We are very happy to recommend Assentis. We expect to profit from Assentis' new technologies for the communication space also in the future due to Assentis' high level of innovation. »

**Peter Bimczok, IT Fördergeschäft, NRW.BANK**

« We did not have a single issue during the last migration with Assentis while changing HW and OS at the same time. This should be unique in the entire industry and is very rare in IT projects. Assentis CCM is a really good platform, user-friendly and stable. But the highlight is the service. Assentis reacts quickly without any need for pressure and responds perfectly to our requirements. Highest rating. »

**Jörg Gleser, Head of IT Business Application at NORD/LB Luxembourg S.A. Covered Bond Bank**



Perfecting Customer Communication

Of all the companies that we have supported with a customer communication solution since 2002, 93% are still our customers today and for good reasons:

- ✓ Innovative solutions for specific business cases specific to financial service industry.
- ✓ Not just a software supplier, but a partner with outstanding professional services.
- ✓ Complex projects, but small enough to listen carefully.



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Assentis Technologies AG  
Blegistrasse 1  
CH-6343 Rotkreuz  
[www.assentis.com](http://www.assentis.com)

*Thank You*