

CASE STUDY

DTCC

Increase access to critical enterprise information, enhance customer service & complete lifecycle management.



DTCC provides clearance, settlement and information services for equities, corporate and municipal bonds, government and mortgage-backed securities, money market instruments and over-the-counter derivatives. In addition, DTCC is a leading processor of mutual funds and insurance transactions, linking funds and carriers with their distribution networks. DTCC's depository provides custody and asset servicing for more than 3.6 million securities issues from the United States and 121 other countries and territories. DTCC has operating facilities and data centers in multiple locations in the United States and overseas.

According to SEC regulations, DTCC is required to store all documents related transactions, in a non-alterable manner, for seven years. Prior to Systemware, these documents were stored in an expensive system that was not only difficult to support but also provided limited access to the information.

DTCC selected Systemware and its content repository to capture, index, store, and present transactional documents and reports to internal as well as external customers. Using Systemware's proprietary conversion technology, Systemware also was able to seamlessly move all the historical archive data into the new solution giving customers access to all documents and reports from a single solution. Systemware's ability to provide line-level indexing gave DTCC powerful search capabilities delivering their customers with access to precise segments of information. For those customers with special requirements, the new solution can generate customized reports to fulfill those requirements.

Systemware solutions gave DTCC the ability to improve operational efficiencies, lower costs, and deliver an enhanced level of service to internal and external customers while addressing compliance and regulatory requirements.

The Challenge

- Comply with new, more stringent SEC requirements associated with document retention and management
- Historical information retrieval is timeconsuming and delays business processes
- Need one solution to store and access all documents and reports
- Protect irreplaceable documents and maintain data integrity
- Find a solution that will scale as well as address stringent availability requirements of the securities industry

The Results

- Fast retrieval and immediate access to documents and reports
- Significant increase in productivity
- Securely stores information in original unalterable form
- Immediate access to critical business document including archives through online, secure access from a single solution
- Information can be viewed and accessed through a variety of ways: online, downloaded, emailed and through an email link
- Instant access improves customer services

The Highlights

- **Customer Since:** 2002
- **Integration:** Mainframe, Windows, Legacy Archive Processor, Third-Party Applications
- **Departments:** Customer Service and Corporate
- **Areas of Interest:** Lifecycle Management and Storage, Robust Indexing, Data Security, Legacy Conversion, Multiple File Format, and Data Transformation