

# Funds-Axis Services Overview

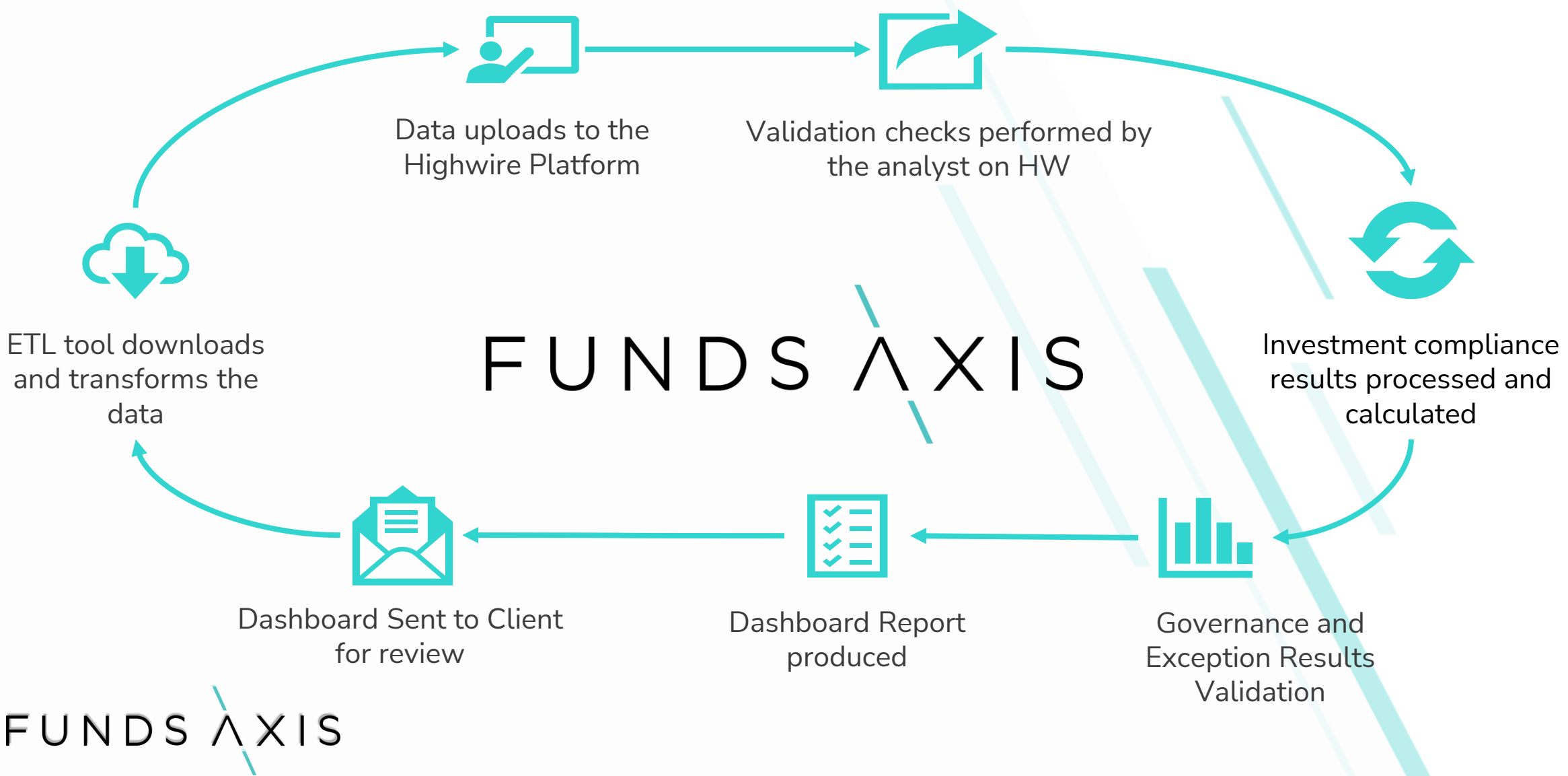




# Managed Service Overview

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# Funds Axis Managed Service Overview



# Daily Governance

1. Review of all Data Uploads

2. Investigation of Discrepancy Triggers

3. Validation and Resolution of Data Issues

Review of Data Files – Successful Upload	✓
Investigation of any Missing Data / Securities	✓
Review and Resolutions of any Data quality Exceptions	✓
Sense check of all Portfolio NAV's and Exposure results	✓
Review and Validation of any valid exceptions	✓

# Data Quality Review Overview

Daily	Weekly	Ad hoc
<p>There are a number of High-level Data Quality checks performed each day</p> <ul style="list-style-type: none"><li>\ Asset eligibility Exceptions</li><li>\ Blank Counterparties</li><li>\ Derivative Set up</li><li>\ Liquidity Figures sense check</li></ul> <p>FUNDS \ AXIS</p>	<p>Weekly Governance is more in-depth Review of Data quality across all funds</p> <ul style="list-style-type: none"><li>\ Asset eligibility</li><li>\ Detailed Data Quality review<ul style="list-style-type: none"><li>\ General DQ</li><li>\ CIS</li><li>\ Counterparty</li><li>\ Derivatives</li><li>\ Liquidity</li></ul></li><li>\ Unexpected Leverage</li><li>\ Persisting breaches and warnings review</li></ul>	<p>On an ad hoc basis we will review the holding reports in investment Compliance overview to identify all breaches and warnings that should be flagging and to ensure that the system is working as expected</p>

# Funds-Axis BAU & RM Support

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# BAU & RM Support

## What to expect

### Daily Support

- Data
- Investment compliance
- Leverage

### Specialist Support

- Change Requests
- Training Requests

### Relationship Management

# Support Call Structure

	1. BAU Touchpoint	2. SLA Meeting
Frequency	Weekly/Bi-weekly/Monthly	Quarterly
Participants	Team Lead, Analyst, RM	Team Lead, RM
Description	Issues logs, system updates	SLA, KPIs, Change Requests, business updates
Other	BAU team leads the call	RM leads the call

Funds-Axis are happy to work with our clients for the level of support they require.

We would usually recommend weekly BAU calls at the start of onboarding, then assess if the frequency can be reduced.

Ad-hoc calls will always be accommodated if required

# Other steps for Customer Success

- Help Desks
- E-learning and Guides

## **Other Initiatives**

- Regulatory Training – a series of open courses for all clients
- System Training sessions - “Getting the most out of HighWire”
- Customer engagement on next stage of system development Roadmap

Thank You

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