

# Client focused services

## SyncSoft's customer focused services add value to clients by optimising features within CAPITAL.

Types of services include, application outsourcing support and maintenance and a range of project and consulting services to assist clients to utilise CAPITAL's full features and functionality.

Our aim is to deliver cost savings through increased efficiencies and, at the same time, improve our clients' customer service levels.

### Project management and implementation

SyncSoft provides a range of project planning, project management and implementation services. In particular, where there are CAPITAL specific enhancements, we can leverage our knowledge and experience of the system to provide clients with cost-effective access to advanced functionality.

SyncSoft takes a flexible and risk free approach to project management and implementation of the CAPITAL system. We can lead the project and scale our methodology to suit the culture and requirements of clients, or alternatively supplement a clients' team with our own resources and follow their preferred methodology. Whether it is project management, consulting, application configuration, database administration, release management, training or testing resources that are required, we are committed to ensuring we work together with our clients to deliver successful projects and outcomes.

SyncSoft's range of consulting services is focused on complimenting our clients' business requirements. Our expert specialists work closely with our clients to deliver a seamless technology platform enabling them to deliver high quality services to their customers.


### Project consulting

Our people have in-depth experience with CAPITAL and the industry generally.

This allows SyncSoft to work with clients to optimise software functionality to reduce administration costs and directly improve customer service levels.

#### Types of consulting services >>

- Configuration
- Conversions
- Enhancements
- Internet integration
- New client transitions
- New product establishment
- Performance tuning
- Process re-engineering
- Project management



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### Outsourcing support

Our consultants have gained in-depth and expert knowledge across a wide spectrum of expertise including financial services product knowledge, technical capability, project management and business process support. As a result, SyncSoft is in a unique position to offer clients full outsourcing support and management of their CAPITAL system. The range of services can vary from client to client and includes:

- Team management
- Project management
- Programming
- Maintenance and support
- Configuration, and
- Business process re-engineering as it relates to CAPITAL

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### Training services

SyncSoft provides system related training to clients and implementation partners. Training courses focus on providing job specific knowledge and skills that can be immediately applied to the workplace to either implement or support the system.

Courses cover the key areas of SyncSoft's systems and are specifically developed to focus on the business analyst, programmer or the database administration and release management roles. All SyncSoft training is facilitated by specialists who develop, maintain and implement the software therefore ensuring trainees get the full value of this expertise.

### Database administration and release management

CAPITAL is supported on the leading industry databases including IBM's UDB, Oracle and Microsoft's SQLServer. As a result of SyncSoft's continuous investment in R&D, CAPITAL is enabled and optimised on the latest version of these products. Today's database vendors are requiring their customers to move to supported versions of their products and withdrawing support for older versions of their products. SyncSoft's R&D investment in this area, is made in recognition of the need for our customers to have their mission

critical applications on current supported versions of middleware including their database.

In many organisations a database upgrade is undertaken every two to three years and becomes a new learning experience each time this exercise is undertaken. As a result, SyncSoft has developed a range of offerings so that our customers can take advantage of our experienced database architects and administrators to assist in major database upgrade projects. In addition to providing assistance in the database release upgrades these experienced database architects and administrators have an in-depth understanding of CAPITAL, the technical issues of database administration and the project lifecycle from a business perspective. Their skills and understanding spans database performance tuning, capacity planning, data modelling, database optimisation, code reviews and backup, disaster recovery planning, data integrity and the use of system management tools and utilities.

These services can be provided both onsite and off-site, either as a short-term solution to resource a customers skills deficiency or on a longer-term basis if required.

