


 Building synergistic links

Clearing and Payment for CLS Transactions

CUSTOMER

- Clearing and Payment Services Pte Ltd

INDUSTRY

- Financial Services

CHALLENGES

- Providing Connectivity
- Reducing IT Infrastructure costs

OFFERING

- Hosting, Round-the-clock Monitoring
- Business Recovery Services, IT Security, IT Procurement, Systems Integration

BENEFITS

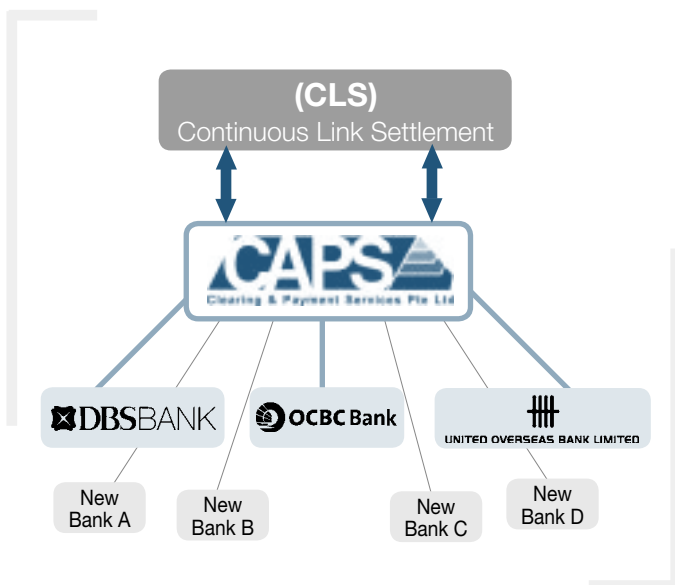
- Maximised Uptime and Security
- Cost Efficiency

Real-Time Forex Settlement ■ Traditionally, banks have carried settlement risks as a result of foreign exchange trades settling in different time zones. These risks have grown over the years. The formation of Continuous Link Settlement (CLS) addresses this settlement risk with the introduction of “real time” nett settlement.

Banks who are settlement members of CLS have typically connected their systems directly to CLS. Singapore’s three local banks – the Development Bank of Singapore Ltd (DBS), Oversea-Chinese Banking Corporation Ltd (OCBC) and United Overseas Bank (UOB) - have leveraged on a common infrastructure provided by Clearing and Payment Services Pte Ltd (CAPS) to link to CLS. The banks thus do not have to worry about building their own links.

Outsourcing to the Experts ■ CAPS believes that there are significant benefits to be enjoyed through outsourcing. It thus outsourced the hosting and monitoring of its systems to NCS Group. A leading IT and engineering services provider in the region, NCS has been hosting the development, production and disaster recovery environment of CAPS.

With extensive experience in providing managed hosting services to its customers in the region, NCS focuses on building, deploying and managing CAPS’ technology infrastructure, thereby allowing it to focus on its core business. NCS also built the networks to link the banks to CAPS. This is the first time in Singapore that a mission-critical banking system is hosted by an IT service provider.



CAPS is potentially the first Financial Services Universal Processing Centre (UPC) in Singapore, demonstrating that it can provide scaled benefits utilising straight-through processing technology and exceptional value-added processing services in the region.

Its standard service offerings support a full-range of interconnect standards for banks to hook up to CAPS regardless of the IT infrastructure that banks are operating on. Thanks to the managed hosting, monitoring and integration services provided by NCS, CAPS is able to deliver premier business processing services to banks.

Future Plans ■ CAPS hopes to extend the benefits derived from its common infrastructure to other banks in the region. Singapore is politically stable, time-zone friendly, with the necessary people skill sets and IT infrastructure. This makes it attractive for banks in the region to tap into the CAPS infrastructure.

In addition, NCS brings to this project its vast experience in multi-vendor project management. It played a key role in the procurement of software and hardware from more than ten vendors. It also implemented and integrated the software and hardware with the CAPS infrastructure to ensure the smooth running of the system.

In addition, CAPS hopes to extend its scope of services through collaboration with partners. As CAPS' infrastructure grows in its scope and regional reach, banks can also potentially offer an increasing range of service lines by building new applications on the same infrastructure, made robust by NCS' managed and integration services.

Uptime, Support and Security, All the Time ■

Due to the mission-critical nature of forex trading, NCS provides the essential managed services to ensure CAPS' maximum uptime. This includes round-the-clock back-up and recovery services, as well as proactive monitoring on the operating systems, databases and middleware. In addition, crucial system and network security measures are in place to secure the data from both internal and external threat. Banks are assured of security of data within CAPS' systems.

NCS will continue to support CAPS by ensuring the security, reliability and efficiency of the systems. Says Mrs Sally Poh, Chief Executive Officer of CAPS, "CAPS is very fortunate to have a good partner like NCS that provides 24x7 data hosting services seamlessly. This is a non-core activity for CAPS and the arrangement provides us with cost efficiencies while at the same time, allowing us to focus on our core business of mission critical transaction processing and continually improving our customer service."

The system is configured with high-availability in mind and has to adhere to stringent uptime as agreed within the Service Level agreement (SLA). NCS supports the systems round-the-clock. Business continuity measures are in place. In the unlikely event of a disruption of service, NCS provides CAPS with "hot-site" recovery services to ensure that CAPS can resume operations within a minimal period of time, and without data loss. CAPS also has the option of operating from the premises of NCS' business recovery centre should there be a need to do so.

"Our working arrangement with NCS over the last 5 years has allowed us to focus on our core business of transaction processing, increasingly looking to achieve cost savings through operational efficiencies and seeking new growth opportunities."

- Mrs Sally Poh, Chief Executive Officer, CAPS

Business and Technology Innovation ■

CAPS has helped Singapore Banks make further inroads into the global forex marketplace through seeking new growth opportunities - for example, through additional currencies and settlement of new cash flow products.

Contact NCS Group today!

As the region's leading IT and communication engineering solutions provider, NCS Group aims to work closely with customers to create business value through the innovative use of IT. With proven experience and expertise in consulting, development, integration and managed services, we bring end-to-end support for your organisation's entire technology life cycle. For more information, please visit www.ncs.com.sg.