



REMAIN



KEY HIGHLIGHTS

Industry

Financial Markets

The challenge

Flexible yet controlled support of rapid software development and adjustments to business systems.

The solution

Implement software change management solution *TD/OMS* by Remain Software

The Results

- Fast software deployment
- Reliable production systems
- Uninterrupted systems availability
- Standardized, controlled software development cycle
- Seamless integration to CA 2E development platform
- Efficient, functional SCM between multiple computer systems
- Cost effective change management

Success Story

EMCF Quickly Responds to Changing Markets & Customer Needs with Remain Software TD/OMS



CUSTOMER PROFILE

European Multilateral Clearing Facility N.V. (EMCF) is Europe's largest cash equities clearing company and one of the top two Central Counterparty (CCP) clearing providers in Europe. Their offerings are focused on providing reliable services against transparent and predictable pricing, using robust risk management systems.

Many of EMCF's customers are clearing participants that execute equity transactions on stock exchanges and trading platforms in Europe.

EMCF is connected to several stock exchanges and trading venues throughout Europe. The trading venues send their trade transactions to EMCF on a daily basis. EMCF processes millions of trades per day.

Acting as both the seller and buyer of stocks, EMCF is the anonymous "connector" for these transactions on a clearing participant level. EMCF guarantees all accepted trades.

Acting as an intermediary between buyer and seller, and guaranteeing all accepted trades, EMCF steps in

Also an important part of the services EMCF provides is the distribution of settlement instructions to central security depository companies located throughout Europe.

In summary, EMCF's services include novation, gross trade netting, risk management, settlements, fails and buy-in management.

EMCF offers CCP clearing services in the most important European stocks and are committed to providing the lowest clearing cost solutions available through a simple and transparent pricing structure.

EMCF delivers CCP services in 19 European markets through 10 Multilateral Trading Facilities (MTF) and exchanges.

In 2007, EMCF became the first CCP to serve MTFs in multiple markets. Today they serve over 50 European financial service providers.

EMCF has registered offices in Amsterdam, and is regulated and supervised in the Netherlands by the Authority Financial Markets (AFM) the Dutch Central Bank (DNB), and in the United Kingdom by the Financial Services Authority (FSA)

and insures the buyer will receive possession of what was purchased, and the seller will be paid on time.

EMCF provides extensive reporting to their customers on a daily basis, which includes transactions, positions, and risk portfolio information.

“We rely on TD/OMS to implement software changes quickly and flawlessly, allowing us to adjust to the changing market – and offer excellent support to our customers.”

Erik Nieuwenhuis
Manager IT, EMCF

THE CHALLENGE

EMCF is part of the European financial infrastructure, and is highly regulated and controlled. Organization and the proven ability to provide timely, reliable, accurate, and uninterrupted financial services are of utmost importance to the success of their business.

In order to provide the premium services offered by EMCF, it is imperative that their business systems are consistently accurate and quickly maintainable to meet the ever changing market and customer demands.

A reliable, flexible, and effective software change management system (SCM) was needed to support EMCF's operations and help ensure their competitiveness in the market.

An effective SCM system can substantially improve software development, testing, and deployment efficiencies, streamline processes, reduce software defects, and ultimately enhance customer satisfaction.

Erik Nieuwenhuis, Information Technology Manager for EMCF, was responsible for setting up the technical infrastructure of the newly formed company, providing independence from its parent company ABN AMRO bank.

Amongst the numerous challenges of planning and implementing the EMCF data centers, systems and IT resources, Erik needed to select and

implement a trusted, reliable, flexible and effective SCM program.

EMCF required an SCM solution that would:

- Support a controlled software development lifecycle
- Enable rapid, automated software deployment
- Provide for separate development, test and production environments
- Support CA 2E development
- Ensure uninterrupted production systems processing
- Allow migration of applications across multiple computer platforms
- Be cost effective to purchase, implement, use, and maintain with minimal manpower

Without the right SCM system implemented and successfully functioning, EMCF would not have a critical component in completing their migration to an independently operating company.

THE SOLUTION

René Beliën, Senior Software Developer for both EMCF and ABN AMRO, had worked with various change management systems in his established career as an IT analyst and CA 2E developer.

In reviewing EMCF's needs and requirements for SCM, René recommended exploring Remain Software's TD/OMS system. René, and others from the company's

development team, had already been successfully using the TD/OMS product for ABN AMRO's needs.

Since both companies systems and software environments were similar, and they shared the same SCM requirements, it was advantageous to EMCF to explore the selection and implementation of TD/OMS.

Erik's team took a lot of time exploring SCM systems on the market that would work in their environment, and satisfy all requirements – including cost structures within an established budget, and a system that their IT team could learn easily and quickly.

Remain Software was very flexible in providing EMCF with attractive, cost effective options to acquire the TD/OMS system, and receive expert implementation assistance and support from their knowledgeable and professional staff.

The choice was clear. The TD/OMS solution was selected by EMCF, and an implementation project plan created.

“I benefit from TD/OMS because it's stable, well functioning software that provides the services we need and doesn't require much attention at all.”

Erik Nieuwenhuis, Manager IT, EMCF

Remain Software delivered on-site support to assist EMCF in implementing the *TD/OMS* system in a thorough and timely fashion. They worked with the EMCF and ABN AMRO technical group as a team in identifying and resolving issues. The implementation process went very smooth, and according to plan.

EMCF needed the ability to transfer objects from one application environment to another, and one computer system to another. With Remain Software's knowledge and guidance, the *TD/OMS* system parameters and cross-machine communications were determined and successfully implemented.

“Remain Software helped us setup the connections between two IBM machines and TD/OMS instances – we were very happy that everything went so smooth.”

*René Beliën, Senior Software Developer,
EMCF/ABN AMRO*

THE RESULTS

“Most of the time we are not even aware that *TD/OMS* is in place – at the same time we are implementing new software releases almost weekly. That alone shows that *TD/OMS* is functioning tremendously well” stated René.

“Remain Software went the extra mile for us, and we are very happy with the *TD/OMS* system” commented Erik.

On top of providing an effective and efficient SCM environment, the *TD/OMS* solution is providing EMCF with:

- Seamless integration to their development and production platforms
- Stable, rapid, automatic deployment from each environment within their development cycle
- Uninterrupted production systems availability
- Reliable, tested production systems
- A flexible, easy to use and maintain change management system

Dorry Versteeg, EMCF Business Support Manager responsible for initiating and implementing software changes for the company, also benefits from *TD/OMS* because of its proven ability to help them implement software releases quickly and without problems.

Since implementing *TD/OMS*, EMCF is happy to quickly accommodate customer requests for specialized software. That responsiveness confirms outstanding dedication and commitment to servicing their customers.

Remain Software continued to show their commitment to EMCF by assisting Erik's team with project “Roll Swap”. The successfully implemented project enables EMCF to operate with a completely configured disaster recovery system, including

the *TD/OMS* system securely in place and functional on both production and secondary systems.

CONCLUSION

“It (*TD/OMS*) helps us to provide important services and implement changes to our software quickly and flawlessly – and by doing so we are able to offer excellent support to our customers and adjust to the changing market” stated Erik.

Erik and his team are very happy with the Remain Software *TD/OMS* implementation, and highly recommend it those looking for a great SCM system.

“TD/OMS is helping us to manage the integrity of our software system in an ever changing environment”

Erik Nieuwenhuis, Manager IT, EMCF

About Remain Software

Remain Software delivers innovative solutions for software lifecycle support. We are an agile customer focused organization delivering SCM solutions for the IBM Power Systems, Windows, Unix and Linux environments, with interfaces to all major programming languages.

Headquarters:

Remain B.V.
The Netherlands
Tel: (+31)30-600 5010
info@remainsoftware.com
www.remainsoftware.com