

Business Support

A close-up photograph of green grass blades, with some blades in sharp focus and others blurred in the background. The sky is a clear, bright blue.

Sometimes, the grass really is greener

Business Support

TradeTech's Business Support helps businesses achieve their vision of operational excellence by assuming responsibility for system management and business support. We deliver a range of maintenance and support packages to ensure that you always get the best service and the most cost-effective solution. TradeTech's Business Support helps reduce operational risk, increase operating efficiency and achieve cost savings. Most importantly, it sets you free to focus on what really matters: your business.

For business and technical users alike

Interested in a super-user-for-hire? Or do you need to integrate new instruments into your system, make them part of your workflow through to the general ledger? Not a problem - TradeTech offers equally qualified business and technical support. In addition to keeping your technical environment running smoothly, TradeTech also offers highly qualified business support, with competence spanning across accounting, back office and middle office including risk and compliance.

Ready when you are

Through system surveillance, we secure that critical application dependencies, services and processes are healthy before the start of your business day. During business hours, our real-time surveillance of your system allows us to immediately respond to incidents.

Single Point of Contact (SPOC)

A service that is highly appreciated by our clients is the Single Point of Contact (SPOC) where we assume the role of first-line support and respond to incidents and service requests. In this role we always begin by making an initial assessment of the request, resolving it if possible or referring it to the appropriate source. We also coordinate the contact between suppliers and vendors. During the entire process we continuously keep the request-issuer informed of status and progress.

Support at your finger tips

Getting in touch with us is easy – just send an e-mail, call us, or register your request at the Business Support web portal, available to clients with a Support Agreement.

How we work

As soon as your request has reached us, via e-mail or self-registration at our web portal, the TradeTech Service Desk staff is immediately alerted by a text message.

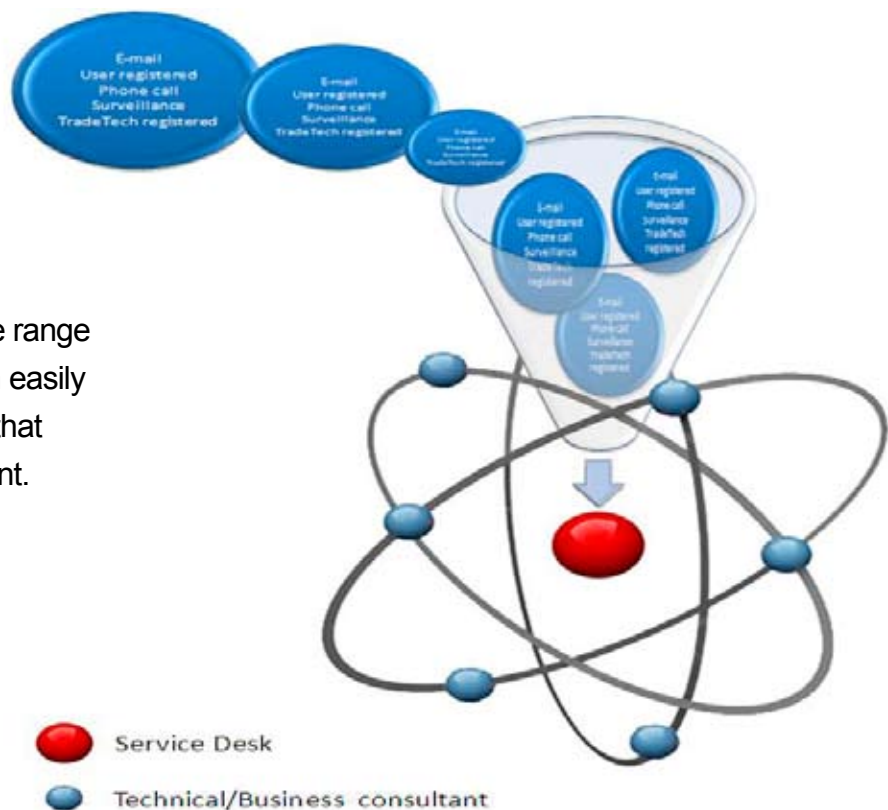
Your request is owned by the Service Desk consultants and if necessary it is dispatched to one of TradeTech's many business or technical consultants with in-depth expertise. We call this our "One-company" approach – every client has access to all TradeTech resources through a single point of contact.

The built-in agent in our request-handling software constantly monitors all open requests to ensure they are followed up. The consultant assigned to a request is automatically reminded to follow up.

All e-mail correspondence with support@tradetechconsulting.com is linked with the request and the assigned consultant will immediately be notified if an e-mail is received.

Did you know?

With TradeTech's wide range of consultants, we can easily handle environments that must be SOX compliant.



About TradeTech Consulting

TradeTech Consulting is the leading provider consulting services to the Nordic treasury, asset management, insurance and capital markets space. TradeTech also provides customized business intelligence solutions to these segments.

Established in 1998, TradeTech serves three of Sweden's top six corporates, as well as leading banks, asset managers and mid-sized companies in Europe, North America and the Middle East. Visit TradeTech at www.tradetechconsulting.com.

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