

From resilience to reshaping investment trends for relevance



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Financial vulnerability triggered by the onset of the pandemic has resulted in an increase in investments, higher trade volumes, and market volatility the world over. In response, wealth and investment players in the retail and institutional sector have fast begun looking at modernizing their technological landscape and platforms, even as they expand solutions covering the full spectrum of services to their clients. Broader holistic advice catering to every type of asset, and the need to provide client experiences that are premised on trust, security and speed have become the hallmark of the wealth management and private banking industry today.

A digital-first, “design-to-delivery” approach in wealth management



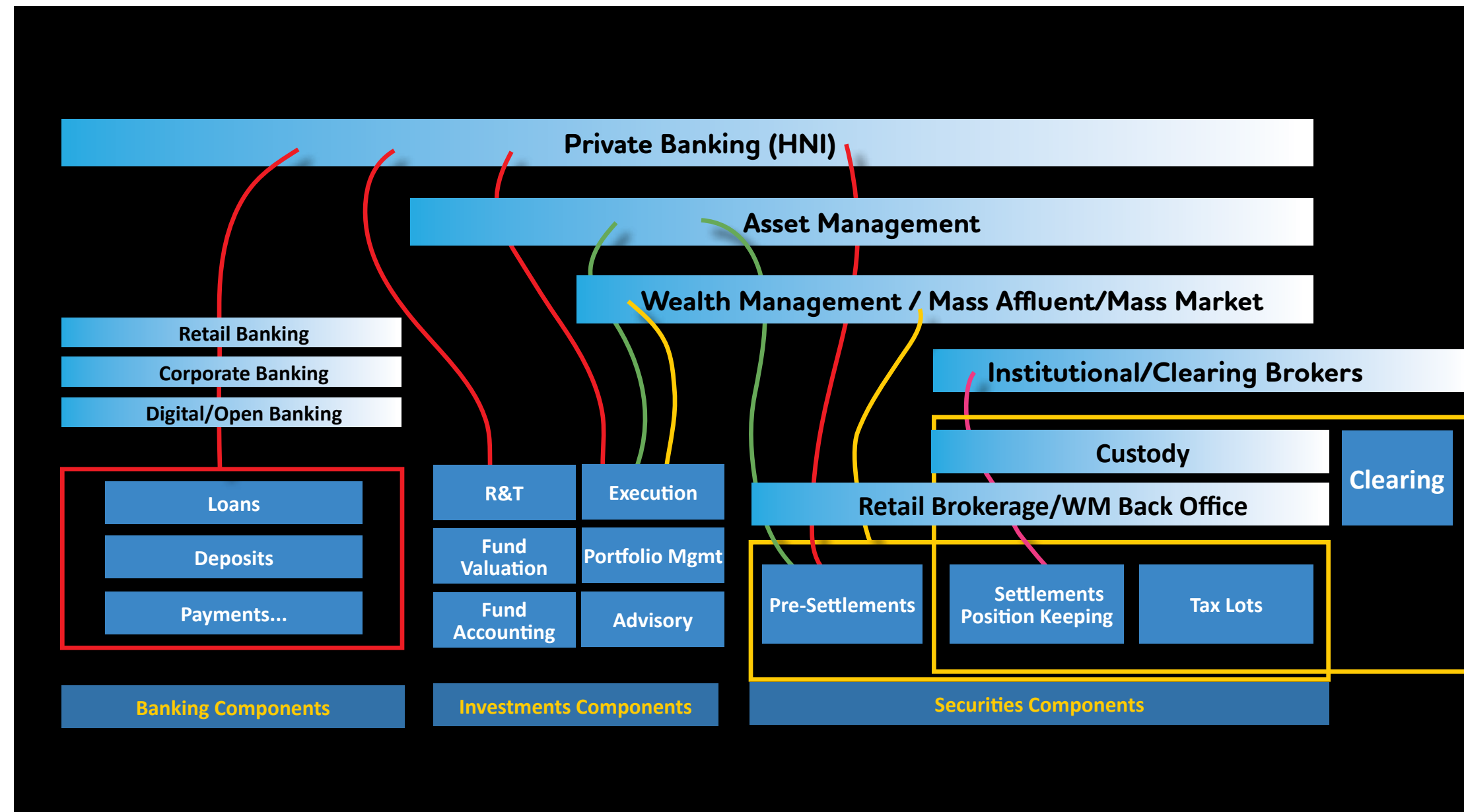
Wealth Management

The emphasis is on data-driven innovative services focused on hyper-personalization, managing data protection laws and transparent pricing. Wealth and asset managers want to help their clients grow their investments spanning both traditional and alternative assets as the relationship evolves.

Underpinning the drive for modernization are a range of transformative technologies:

- **Cloud**, especially with a SaaS based approach, for innovation, efficiencies, and the scale needed to manage unprecedented trade volumes.
- **Digital-first approach** to enhance UI/UX, zero touch advisory services, low code, and no code tools for a blend of face-to-face and remote advice.
- **AI** to consolidate, study, and protect data; combat fraud, improve operational efficiency and assess portfolio impact.
- **Advanced analytical tools** to scout for hidden opportunities, review past patterns, make relevant recommendations for trust-based advice, and increase advisor productivity.
- **Improving efficiency** of the middle and back-office as critical enablers.

We have a clearly defined Segment Strategy for Wealth Management & Private Banking



Wealth Management

The right value proposition for any client

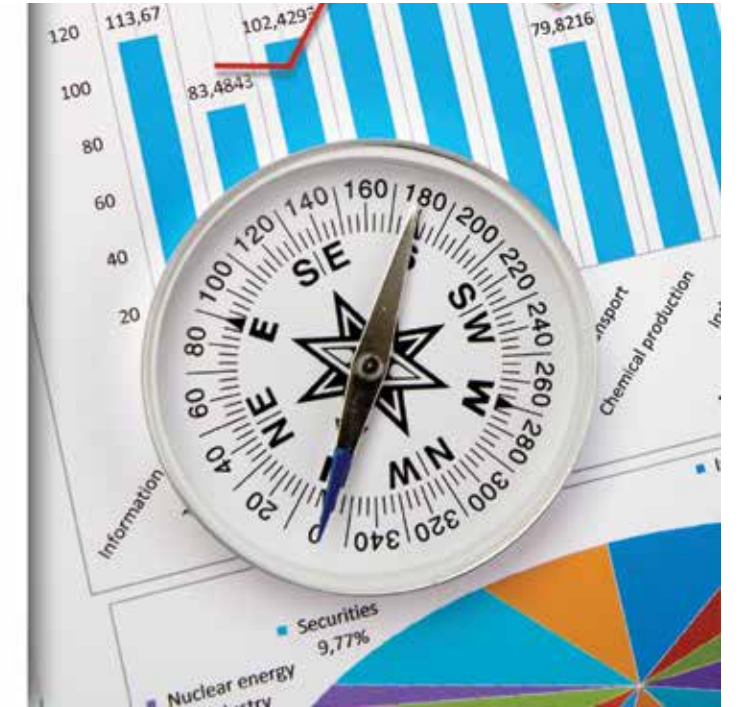
TCS BaNCS for Wealth Management is designed to strengthen wealth manager and their client relationships, stimulating the much-needed reassurance and transparency that clients need about their investments. TCS BaNCS' comprehensive suite of services encompassing wealth and asset management and private banking is tailored to facilitate informed decision making, meet dynamic customer demands and regulatory expectations, alongside quicker processing times.

TCS BaNCS components across banking, investments and securities components are assembled to deliver a tailored proposition for each segment. These foundational components provide the breadth of capabilities across banking, and when packaged with the securities back-office functions of position management and settlements, they address the transaction processing needs of a typical retail broker or wealth management back office. Extending these capabilities with solutions for advisory, portfolio management and execution, it caters to the needs of a typical wealth provider for mass affluent segments. Adding the fund accounting, valuation and R&T capabilities broadens the proposition to asset managers. The clearing components extend the capability to institutional/clearing brokers. In short, the solution offers a tailored proposition for a typical private bank across the spectrum of its business.

Metrics demonstrating the operational benefits of microservices-based architecture

One of the world's leading asset management firms and an existing TCS BaNCS customer turned to TCS to deliver a highly scalable and reliable performance measurement and analytics engine to support more than one million clients of its digital advisory service, representing five times the existing volume. Those clients include ultra-high-net-worth individuals, for whom processing accuracy is of paramount importance, as well as entry-level investors, for whom low-latency response is key for retention. This transformation program would eventually enable the firm's digital advisory business to foray into retirement portfolios.

As part of the engagement, TCS took ownership of the application support for the deployment of TCS BaNCS for Wealth Management, including responsibility for all business and technical operations related to security, monitoring, upgrades, integration, and backups.



Wealth Management

To ensure processing accuracy in calculations of portfolio performance, the application logic was meticulously reviewed to include pre- and post-validation checks to preempt any data pitfalls and to provide highly accurate computed results to end clients.

To ensure high performance, the solution had to meet two benchmarks:

1. Calculate daily positions in less than four hours (daily volume of more than 4MN accounts containing more than 20MN positions).
2. Deliver all on-screen responses in less than two seconds.

The Portfolio performance component of TCS BaNCS was deployed in a target microservices architecture on AWS. Using microservices, the decoupled architecture enables parallel processing for end-of-day position management, and for high volumes to be handled in smaller batches.

As promised, the TCS BaNCS solution fully met the performance requirements. Benchmarked results demonstrated the ability to **compute 10x volumes of portfolio valuations in half the time previously required, while still enabling sub-second API response times for high responsiveness**. In addition, the cloud related innovative methods enabled significant reduction in execution times, throughput, and database performance compared to prior operating models.

- **Incoming load analyzer – Optimal infrastructure usage at 85%**
- **Polymorphic batch controller – 75% reduction in execution times**
- **Hyper threaded architecture – 2x improvement in database performance**
- **Self-contained quality monitors – 80% increase in throughput**

With TCS BaNCS, the asset management firm is now able to drive more customers to its innovative digital advisory service, secure in the knowledge that all of them will receive highly accurate portfolio information and benefit from an optimal user experience.

