

"By using Bottomline's SystemCare resources, we were able to go live quickly and ensure a rapid return on our investment."

– Scott Innes, Senior Architect, Standard Life



Bottomline Technologies Accelerates and Maximizes SWIFTNet Funds Roll-out for Standard Life

Company Profile:

- Standard Life is a leading long-term savings and investments company headquartered in Edinburgh and operating across the UK, Europe, US, Canada, China, Korea, India and Australia
- Approximately 9,000 employees and 1.5 million individual shareholders in more than 50 countries
- Total assets under administration of more than £198bn
- www.standardlife.com

The Results:

- Increased implementation speed
- Raised straight-through processing rates
- Reduced operational and IT expenses, as well as risk
- Greater support flexibility for both pre-planned and emergency scenarios

Situation

Standard Life joined SWIFT in 1999 to exchange financial messages over the secure SWIFT network.

Wanting to ensure peak performance and efficiency of the SWIFT infrastructure, yet lacking a dedicated, in-house SWIFT department, Standard Life subscribed to Bottomline's SWIFT SystemCare support package. A pre-planned, preventative maintenance program, SystemCare consists of on-site consultancy days and access to technical resources within Bottomline's dedicated call center. The service also helps Standard Life leverage the SWIFT environment across the company, keep the SWIFT connection running efficiently, enable timely upgrades and ensure awareness and access to all the relevant services offered by SWIFT.

Increased Automation with SWIFTNet Funds

SystemCare resources were used during the implementation of SWIFTNet Funds, an ISO20022 messaging format that standardizes and

automates various activities such as account openings and maintenance, orders and order confirmations, transfers, statements of holding and transactions. Standard Life wanted to take advantage of SWIFTNet Funds to provide customers of its mutual fund supermarket, FundZone, with an enhanced service for advisers and customers on individual and group Self Invested Personal Pensions (SIPPs) to access more than 1,000 funds via a secure and efficient channel.

The company recognized, however, that while these new messaging standards were an opportunity to develop innovative services for its customers, it would require making changes to its back-office systems. This was an area where the experience and expert knowledge of Bottomline's SystemCare team played a key role.

As Scott Innes, Senior Architect with Standard Life explained, "We have forged a long-term relationship with Bottomline using SystemCare. As SWIFT is a dynamic facility, we rely on the expertise of the Bottomline consultants to assist us with any technical aspect relating to maintaining and operating our SWIFT operations. Bottomline's ongoing support has been invaluable and plays a vital role in helping us to control our IT overhead."



"By maintaining the efficiency of our SWIFT infrastructure we can raise Straight-Through Processing rates, lower our costs and reduce operational risk."

- Scott Innes, Senior Architect, Standard Life

Successful Implementation

Bottomline's consultants were an integral part of the project, working closely with Standard Life's IT department and SWIFT. Their technical expertise was used to set-up and test the new SWIFT Alliance configuration and messaging, thereby allowing Standard Life to smoothly roll out the new functionality to its production environment.

The project was completed to a tight timescale. This was testament to the cohesive team that included Standard Life's internal resources, Bottomline's consultants and SWIFT's representatives. "The SWIFTNet Funds project was implemented on time and within budget, and we could not have achieved this without the hard work and expertise of Bottomline," said Innes. "By using the SystemCare resources we were able to go live quickly and ensure a rapid return on our investment."

Standard Life and SystemCare

Standard Life has an annual subscription to SystemCare which provides access to the industry's most accredited team of SWIFT consultants for support, advice and guidance, either on-site or via a support desk. Bottomline also uses the latest technology to enable the SystemCare team to remotely diagnose and fix production issues.

"A major benefit of SystemCare is its flexibility. We can use additional resources from Bottomline when implementing major changes such as SWIFTNet Phase II and SWIFTNet Funds. This is cost-effective and efficient. There is no substitute for having access to resources that work with SWIFT every day," observed Innes. "It's great to know they are just a phone call away when we need them."

Bottomline also assisted with testing from Standard Life's Service Continuity Centre to ensure its SWIFT Disaster Recovery procedures were fully functioning. Additionally, regularly issued SystemCare bulletins provide information about the latest changes to SWIFT and act as a useful reminder of any forthcoming deadlines that might affect the operational environment.

Raise STP, Lower Costs and Decrease Operational Risk

Scott Innes went on to say, "SystemCare ensures that our resources can be focused on providing an IT infrastructure that meets the needs of our business. Bottomline has consistently provided a high standard of technical support and consultancy and we view their team as a trusted partner that we can always count on. By maintaining the efficiency of our SWIFT infrastructure we can raise straight-through processing rates, lower our costs and reduce operational risk."

About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides cloud-based payment, invoice and banking solutions to corporations, financial institutions and banks around the world. The company's solutions are used to streamline, automate and manage processes involving payments, invoicing, global cash management, supply chain finance and transactional documents. Organizations trust these solutions to meet their needs for cost reduction, competitive differentiation and optimization of working capital. Headquartered in the United States, Bottomline also maintains offices in Europe and Asia-Pacific. For more information, visit www.bottomline.com.



Ready Connectivity

Best practice 2012



Think Green
Think Bottomline



Bottomline.com

Corporate Headquarters
Portsmouth, NH 03801 USA
tel 1.800.472.1321, +1.603.436.0700
email info@bottomline.com

Europe, Middle East, Africa
Reading, Berkshire RG17 JX UK
tel +44.118.925.8250
email emea-info@bottomline.com

Asia-Pacific
Hawthorn East, VIC, 3123 Australia
tel +61.3.9824.6888
email ap_info@bottomline.com