

A person is sitting at a dark wooden table, looking at a laptop. The laptop screen displays a complex financial chart with multiple lines and bars, likely representing market data. The person is wearing a blue shirt. The background is slightly blurred, showing a chair and a water bottle on the table.

**HEXAWARE**

# Market Data Management For a Global Banking Group

Reducing the operating costs associated with market data through volume reduction, new technology, and automation for a leading Germany-based global bank

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**Case study**

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# Client

## | Client

Challenge

Solution

Benefits

Summary

The client is a leading Germany-based global bank with around 30,000 corporate clients and approximately 11 million private and small-business customers in Germany. With over € 467 billion in total assets, the client transacts roughly 30 percent of Germany's foreign trade.

€ 467 billion  
in assets



# Challenge

Client

**Challenge**

Solution

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Summary

Our client was looking for a suitable partner to reduce its cost of operations associated with market data through measures such as volume reduction, new technology utilization, and automation of transactional processes. The incumbent operations supplier was unable to meet the client's expectations of a 'specialty BPO' partner, due to which the client was using siloed and manual operating models for managing its market data services. The manual processing of data by the client was taking too much time and leading to errors. The client also had to deal with the lack of a consolidated platform for viewing and reporting data across various business units, regions, and teams.

The client was using **manual operating models** to manage its market data services



# Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

Hexaware’s specialized market data management team partnered with the client to proactively identify and deliver cost-saving initiatives and service enhancements by working with their existing teams. Here are some of the key engagement highlights of Hexaware’s partnership with the client:

- Best-in-class consultants and program assurance team provided a seamless transfer of rebadged resources to the client
- Leveraged Hexaware’s center of excellence for market data operations and used our expertise to reduce the total cost of ownership (TCO) for the client

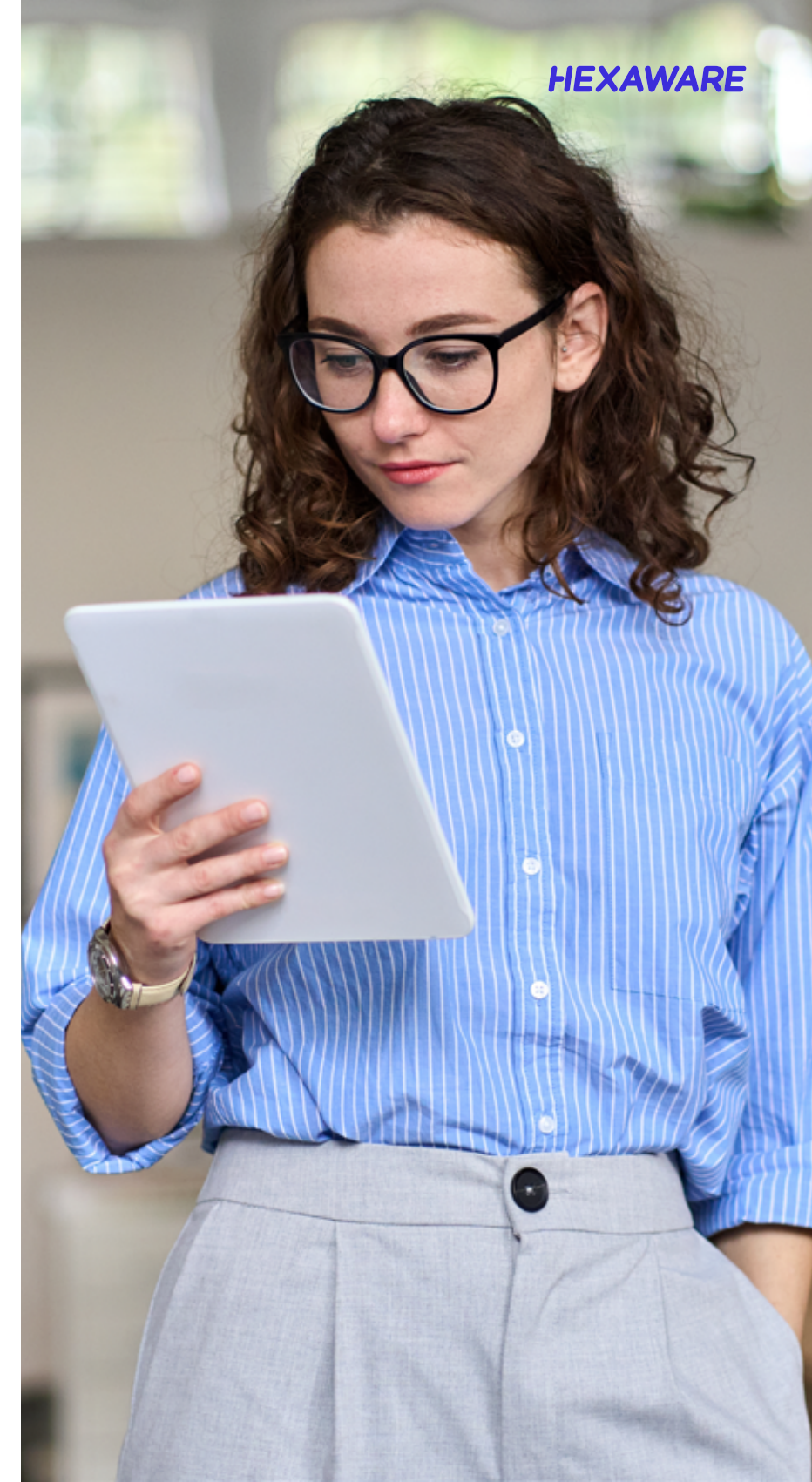
- Provided real-time data on external prices and other market indicators
- Enabled administration, analysis, and compliance reviews of dynamic and static data
- Managed, optimized, and allocated the client’s market data processes precisely to reduce the expenditure incurred by the client
- Created support for access to internal data between applications for the bank’s multiple products
- Deployed systems for control and governance of processes

**Business Areas Supported:**

Equities, fixed income, forex (FX), commodities, treasury, risk, corporate and private banking

**Platforms Used:**

BCC One, MarketsIO, Refinitiv, Bloomberg, SIX Telekurs, Morningstar, Thomson Reuters, kdb+



# Benefits

Client

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**Benefits**

Summary

- 30% reduced total cost of ownership (TCO) through right-shoring and automation
- Improved accuracy and productivity through metrics-driven service level agreement (SLA)/key performance indicator (KPI) frameworks
- Enhanced and robust governance framework for the client
- Minimized manual effort by prioritizing automation for optimal delivery of market data



The partnership with Hexaware resulted in a **30% reduction** in total cost of ownership, improved accuracy, enhanced governance, and minimized manual effort for optimal market data delivery.

# Summary

Client

Challenge

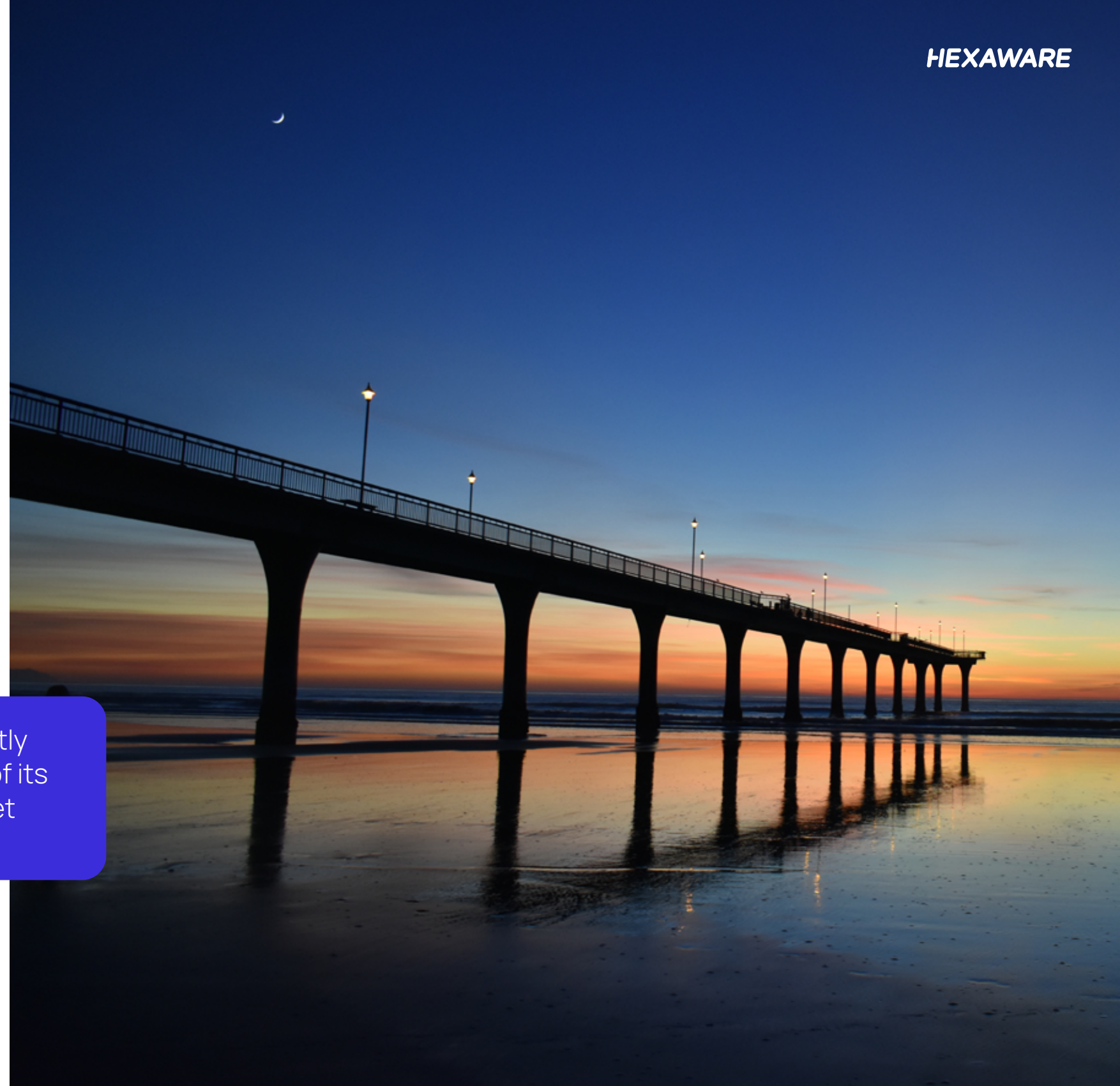
Solution

Benefits

| **Summary**

Hexaware's market data administration, market data analysis, and compliance solutions proved critical to the client's goal of reducing operating costs associated with market data. Hexaware handled the administration-related activities for the client, such as maintaining the inventory, processing requests, administering contracts, processing invoices, reporting to vendors and exchanges, etc. The service delivery framework and robust governance model implemented by Hexaware significantly improved the clients' operations accuracy and efficiency. Hexaware's solution helped the client to build a solid foundation in the market data space and equipped it to handle changing dynamics in the industry with signification value creation in the long run.

Hexaware helped the client to significantly **improve the accuracy and efficiency** of its operations and adapt to changing market dynamics.



## About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at [www.hexaware.com](http://www.hexaware.com).

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