



## Quinnox Calypso Application Maintenance & Support Services

### Specialized services from Global Calypso Partner

To derive optimal performance from Calypso - your Trading and Risk Management platform - you need to ensure high availability, high performance and high service levels with help of a strong application support team.

Quinnox's Calypso Application Maintenance Services ensures your platform is managed and operated to provide the highest level of service to the end user at an optimized cost. This is achieved by

- A team of strong subject matter experts who cover all asset classes and understand front to back operations
- Complete understanding of the product derived from multiple prior engagements and a long-term alliance with Calypso
- Onsite Offshore Model to reduce total cost of ownership
- Well defined methodology tailored to suit Calypso support requirements
- A knowledge repository with well defined product features.

Freeing up customer SMEs to focus on core activities rather than application support	Quinnox's deep domain expertise in Treasury and Derivative products, Mid office and Back office operations, Risk Management coupled with strong Calypso product knowledge truly free up customer SME's.
Focus on customer satisfaction	Overall focus on end user satisfaction by quick response and resolution. Proactive survey of end users and resulting in appropriate actions.
Cost optimization	Cost optimization arising from offshore-onsite model.
24x7 coverage	Shift planning & rotation with appropriate handover.
Methodology	Structured methodology for knowledge transition, accumulation and management, issue resolution and escalations, SOP creation and maintenance methodology, SLA measurement and analysis, shift etc.
Knowledge Management	SOP's, environment capability notes, ticketing tools, training programs etc.
Governance	Strong SLA adherence policy. Metrics collected, analyzed and reported for maximum transparency in engagement governance.
Infrastructure	Physically secure offshore data centers, customer specific DMZ network.



## Typical activities by support Levels

### Level 1

- Console monitoring
- Calypso admin monitor
- Database / File-systems monitoring
- End of day job monitoring
- Monitoring market data upload
- Monitoring of curve surface generation
- SFTP, Unix scripts / Kron jobs monitoring
- Monitoring of PnL, risk reports
- Logging / tracking / closing tickets
- Coordinating core Calypso issues with Calypso helpdesk team
- Escalations

### Level 2

- Executions of Standard Operating Procedures (SOPs)
- Rerun of batch jobs
- Swift Message, fax confirmation regeneration
- Domain value updates and other parameter updates
- Comparing PnL, risk numbers for validation
- Calypso engines start and stop
- Resolving DB locks, file server issues
- Hot data patches
- Resolving issues due to configurations
- On demand requests
- Functional query resolutions
- User / user group management
- Workflow graph/management
- Creation of missing static data
- Execution of custom utilities
- Manual upload of market data

### Level 3

- Minor enhancements e.g.
- GUI changes
- Report changes
- Major enhancements e.g.
- Create new reports, pricers etc
- Changes to workflow etc
- Rollout of Calypso patches / hot fixes
- Custom code/database fixes (Fixes for core Calypso product out of scope)
- Regression testing
- Release / change / configuration management
- Setup of new jobs

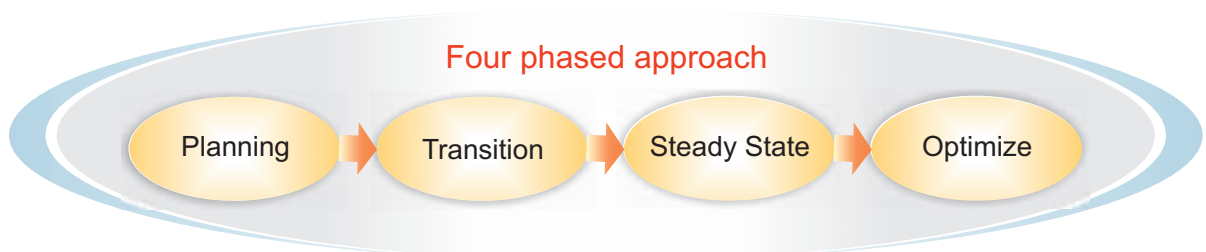
SCM & Release management Process

SLA Measurement, Analysis and Reporting

SLA Escalation

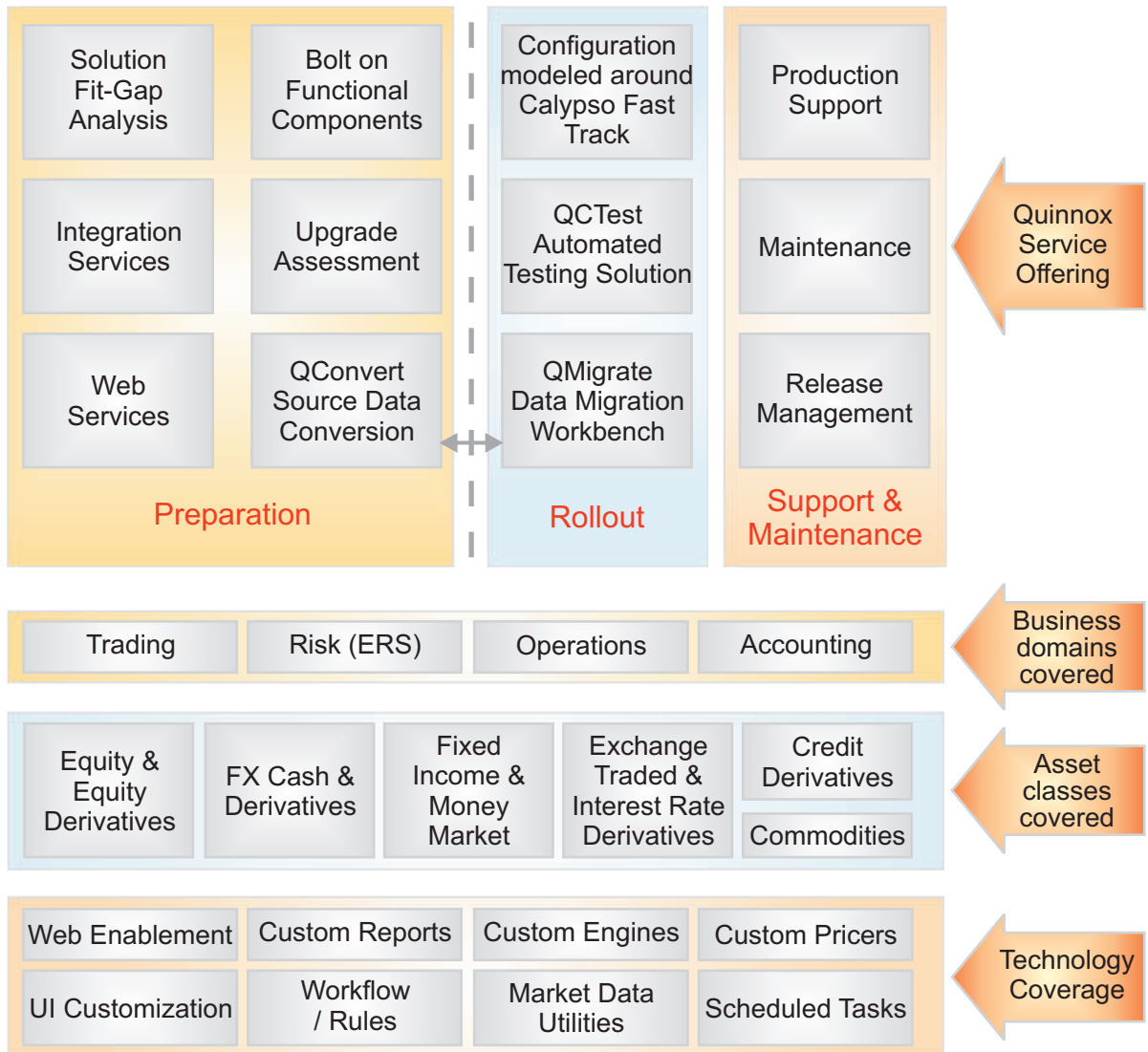


### Four phased approach





### Allied Calypso services from Quinnox





## 24 x 7 Production Support for a large Global Bank

Quinnox was tasked to provide 24 x 7 production support for their global treasury and derivatives desks. The activities ranged across

- Providing application support
- Monitoring incoming feeds
- Generating Risk Analysis reports
- Monitoring system performance.

Quinnox provided value add by shortening to learning curve and leveraging:

- A team of techno-functional resources with sound application knowledge
- An understanding of the client's IT architecture
- A strong knowledge management framework
- A process model for training and smooth transition of the team.

## About Quinnox

Quinnox is an IT services and solutions provider headquartered in the US, with operations in UK, Japan, Germany and India. We also have four state-of-the-art development centers in India that leverage a cost-effective delivery mechanism and a wide talent pool catering to a client base consisting of Fortune 500 companies.

Quinnox offers the full spectrum of IT lifecycle solutions, right from development to support services, including packaged implementations and product development services. We are a technology-focused company, with a wide experience in select industries – Banking and Financial Services, Retail and Manufacturing.

### QUINNOX FACTFILE

- Headquartered in Naperville, Illinois in US
- Over 1200+ employees globally
- SEI-CMM Level 5, ISO 9001 : 2000 certified
- Preferred IT solution partner for several Fortune 500 companies

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