SimCorp Dimension® Backlog Remediation & Operational Support Service

Service Overview

The ongoing management of a complex investment management platform such as SimCorp Dimension® (SCD) is a significant and important undertaking for organisations to ensure they achieve the expected return from their technology investment. This is the case with a new implementation or an established installation. Examples of ongoing operational challenges could be production issues, different levels of change requests or ensuring relevant staff are sufficiently trained to use the platform. All of these impact the ability of the firm to optimise operations and gain full value from the platform. These are often referred to as Day 2 issues and packed into a change backlog and handed to IT to fix, but in many cases there isn't sufficient resources available in the business to focus on these changes, resources that need a good understanding of the business and the platform.

To support an organisations ability to deliver efficient and effective operational support, Axxsys have designed the SimCorp Dimension Backlog Remediation and Operational Support Service to specifically tackle this backlog and to allow the firm to self manage the platform. The result is the organisation is in a much stronger position to fully utilise the benefits of the platform to grow the business and have the flexibility to be able to respond to market changes efficiently.

Axxsys™ Approach

Our flexible engagement model is tailored to the needs of the business and is based on the Axxsys Axxelerator™ methodology that incorporates a detailed set of tools, templates and best practices optimised to deliver an efficient and cost-effective service to our clients.

We work closely with our clients to fully understand their needs and challenges with their post implementation support, whether that is around backlog remediation or ongoing operational support. Our SimCorp Dimension Backlog Remediation and Operational Support Service, developed by highly skilled and knowledgeable consultants, is based on 4 typical phases:

Discovery & Baseline
- Establish a clean baseline of all day 2 issues, categorising each item as either a defect, change request or production issue
- Identify early quick wins and start delivering immediate value
- Align the Axxsys consultants expertise with individual team members or functions to ensure a cohesive approach
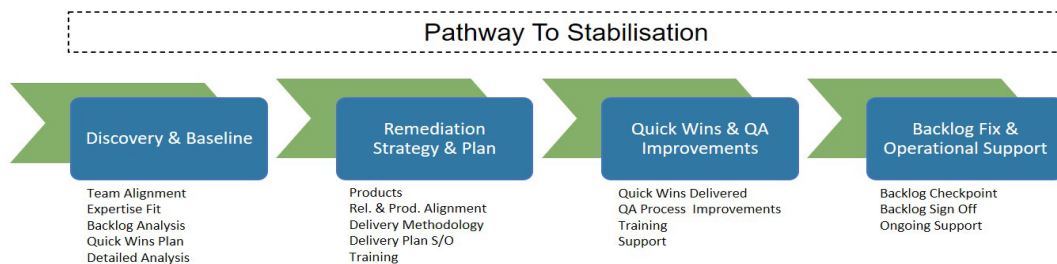
Remediation Strategy & Plan
- Develop a detailed strategy and plan, introduction of 'best practice' on how to deliver the backlog changes, identifying common solutions and design patterns
- Embed tailored training with the backlog fixes to ensure internal teams are upskilled to use SCD and future maintenance

Quick Wins & Quality Assurance Improvements
- Accelerate delivery of quick wins and start implementing more complex backlog solutions
- Enhance the internal QA and deployment process ensuring all changes are business ready and fit for purpose

Backlog Fix & Operational Support:
- Augment the existing IT and Operations support team for on-going maintenance, issue resolution and future changes

Pathway To Stabilisation

Discovery & Baseline	Remediation Strategy & Plan	Quick Wins & QA Improvements	Backlog Fix & Operational Support
Team Alignment Expertise Fit Backlog Analysis Quick Wins Plan Detailed Analysis	Products Rel. & Prod. Alignment Delivery Methodology Delivery Plan S/O Training	Quick Wins Delivered QA Process Improvements Training Support	Backlog Checkpoint Backlog Sign Off Ongoing Support

Why partner with Axxsys Consulting?

Some of the worlds leading investment managers and largest SimCorp Dimension clients have partnered with Axxsys for large scale implementation and support projects due to our **strong reputation and extensive experience in the market** which is based on our:
- Strong understanding of the investment management sector
- Exceptional knowledge of SimCorp Dimension including 40+ consultants with extensive experience of the platform
- Proven track record of assisting in multiple SimCorp Dimension implementation projects
- Very tight control over QA and testing processes to ensure the business achieves its goals
- Axxelerator Platform™ provides a framework delivering an efficient business ready implementation for clients

The Axxsys team have all the resource profiles required for a successful implementation and ongoing support including **subject matter experts** and a broad range of highly qualified **specialist resources** such as:

- Project Managers
- SimCorp Dimension Specialists
- Data Architects
- Solution Architects

- Business Analysts
- Data Analysts
- Developers
- Testing and QA Experts

axxsys

**Leading Independent
Simcorp Dimension® Consultancy**

Since our inception in 2003, we have provided specialised consultancy to the global investment management community, providing Advisory Services and Strategic Planning through to full delivery of Major Change Programmes.
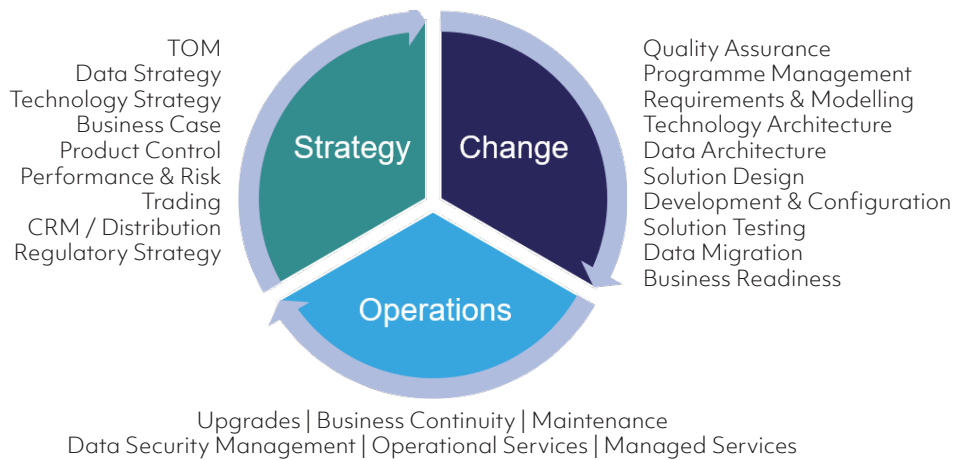
Our core proposition is around our 50+ trusted, highly skilled and knowledgeable industry practitioners who ensure firms achieve outstanding outcomes from their business or technology integration projects. We are proud of our 'trusted implementor' reputation developed with our clients over many years of successful project execution.

This reputation is particularly prevalent with firms using SimCorp Dimension®. We have managed many major transformation programmes involving SimCorp Dimension implementation, migration and upgrade projects using the skills and expertise of our industry consultants who have an in depth knowledge of the platform.

Core to our service offering is the Axxsys Axxelerator™ Platform. Years of accumulated knowledge have allowed us to create a unique and complementary range of Axxelerators™, tools and templates specially designed to help organisations achieve their business goals faster and more efficiently.

Axxsys are part of the Alpha Group, the leading global wealth and asset management consultancy with more than 500 consultants, Axxsys operate from Alpha's 12 offices worldwide.

Our Practices

Strategy	Change
TOM	Quality Assurance
Data Strategy	Programme Management
Technology Strategy	Requirements & Modelling
Business Case	Technology Architecture
Product Control	Data Architecture
Performance & Risk	Solution Design
Trading	Development & Configuration
CRM / Distribution	Solution Testing
Regulatory Strategy	Data Migration
	Business Readiness

Operations

Upgrades | Business Continuity | Maintenance
Data Security Management | Operational Services | Managed Services

Additional Sample SimCorp Dimension® Services From Axxsys

Axxsys SimCorp Dimension NAV Optimisation Service

Axxsys SimCorp Dimension Upgrade Service

Axxsys SimCorp Dimension End to End Migration Service

Axxsys SimCorp Dimension Investment & Fund Accounting Service

Axxsys SimCorp Dimension Performance Measurement and Attribution Service

Axxsys SimCorp Dimension Process Modelling Service

Axxsys SimCorp Dimension Alternative Investment Manager Implementation Service

Axxsys SimCorp Dimension Data Management and Client Reporting Service
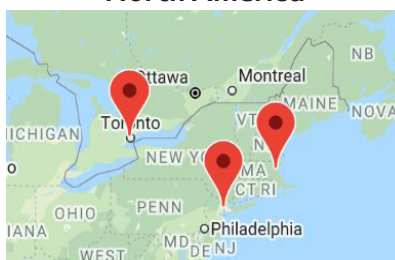
Axxsys SimCorp Dimension Solution Architecture Service

Our Global Office Network

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Toronto
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