



Orbit Diligence for Financial Services

Thomas Murray helps banks, brokers, depository banks and other market participants to monitor global securities and cash markets and counterparties.

Overview

The administrative challenges of drafting, issuing and scoring complex questionnaires are formidable, and regulatory requirements to monitor service providers are increasing. Our online monitoring solution, with embedded analytical tools, provides comprehensive functionality to address these challenges.

Automating as much of the process as possible, the toolkit allows you to focus on the core task of framing the right questions and evaluating the responses, ensuring transparency and consistency along the way.

Orbit Diligence delivers improved selection and monitoring of service providers, transparent decision making, administrative efficiencies and an end-to-end audit trail.

Key benefits

Decision Quality – scoring, weighting, and analysis of responses via charts with drill down capability enables instant comparisons across all selection criteria.

Transparency – all selection and monitoring guidelines required by regulated markets and the public sector are supported so that operational review processes demonstrate impartiality, transparency and a complete audit trail.

Process Efficiency – interaction via a single user-friendly website, eliminating cumbersome emails, Word documents, re-keying and spreadsheets and enabling re-use of questionnaires, answers and scores.

Re-launch

Thomas Murray is proud to re-launch Orbit Diligence for Financial Services, the third major iteration of our electronic operational reviews, survey, RFI and RFP platform.

Orbit Diligence technology has been used to award over 500 multi-million dollar contracts and is currently used to process over 13,000 questionnaires annually on behalf of 80 global banking clients, covering the selection and monitoring of Global Custodians, Agent Banks, Transfer Agents and Prime Brokers. We have been continuously developing the application drawing on 15 years of industry experience and feedback.

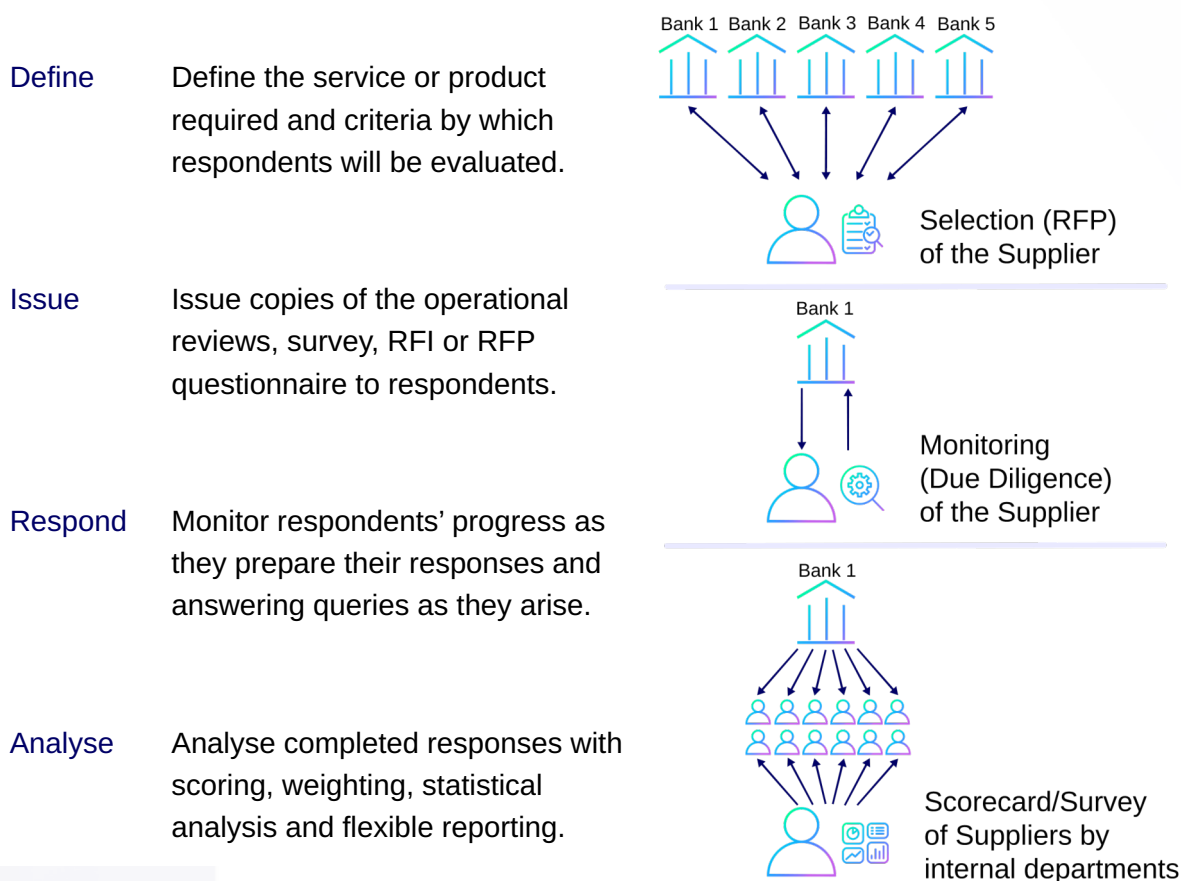
Increasingly regulators have shifted their focus from investment practices to operational and outsourcing practices. The latest iteration of our platform is designed to address these concerns. Orbit Diligence is a data repository and a data aggregator that centralises questionnaires, counterparty / third party data, documents, user organisation accounts, communication, analysis and reporting on one management platform.

Orbit Diligence provides many efficiencies both for evaluators and respondents including re-use of questionnaires, answers and scores. The newly enhanced platform, with a more intuitive user interface and workflow, reflects our day-to-day experience with our clients and nearly 1000 responding entities. Combined with the embedded analytics and reporting tools, the new Orbit Diligence streamlines the entire counterparty operational review process and ensures:

- Cost reduction and predictability - process efficiencies and central hosting make Orbit Diligence a low-cost and high- value solution.
- Operational risk reduction - fewer administrative tasks and reduction in activity duplication decrease the chance for human error. Permissions and workflows create a clear framework of responsibility.
- Regulatory compliance - By automatically recording every significant user action taken on the system, the full audit event log allows management to control and monitor the entire process.

Workflow process

All operational reviews, survey, RFI and RFP exercises share a common process:



Projects are at the heart of Orbit Diligence. They capture all relevant information on a centralised platform. Define for questionnaires, communications and documents.

Define

1

- Begin with pre-defined questionnaires and supplement industry templates with customised questions
- Build complex questionnaires of any number of questions in multiple sections using the versatile question builder, including automatic scoring questions
- Create and store templates for frequently used question types
- Save time by importing parts of, or entire questionnaires from previous projects, questionnaire libraries, or third party systems in Excel format
- Augment questionnaires by uploading relevant documents as project attachments
- Re-use questionnaires for internal or reference projects

Issue

2

- Issue questionnaires, monitor responses and manage workflows.
- Set up responding organisations and users on a fully searchable database
- Manage all user accounts, permissions, roles and notifications from the Orbit Diligence dashboard
- Issue questionnaires to respondents and formally invite them to respond
- Track respondents' progress through clearly defined stages with customised notifications
- Use the audit event log to track events including invitation issuance, invitation acceptance, response submission, document uploads and many more
- Search the audit trail online and download for internal management reporting

Orbit Diligence provides a fully featured environment for response completion and management. Respondents are able to:

Respond

3

- View a list of opportunities (invitations to respond) which they can choose to accept or decline
- Import answers from previous projects using the same or similar questionnaire
- Manage responses internally using the workflow tool and allocate responsibility across multiple people or groups to work simultaneously on the same questionnaire
- Respond offline by completing an editable pdf and uploading answers onto the platform
- Upload required attachments of any format onto the platform

Questionnaire responses can be scored and analysed entirely through a browser. Issuers can use Orbit Diligence's comprehensive evaluation features to:

Analyse

4

- Support multiple evaluator scoring sets and dynamic weightings by section, sub-section or question
- Import scores and weightings when a questionnaire is re-used
- Calculate scores based on any combination of weighting set or scoring set
- Score offline
- Track project-on-project answer changes
- Compare respondents graphically in charts with drill down capability
- Create a full range of reports – download automatically created print reports in Word and pdf
- Export scoring data into Excel spreadsheets for further manipulation and custom analysis
- Flag issues for follow-up using Project Tags
- Communicate with respondents on any issues raised

Offering

We offer Orbit Diligence as a centrally hosted, web-based service for quick, hassle-free implementation. Orbit Diligence is a very adaptable platform that can easily be integrated into established systems. Clients can use the complete online solution for managing the control and issuance of monitoring questionnaires, as well as the analysis and preparation of results. Alternatively, Orbit Diligence can be used purely as a data collection tool and to download results for offline analysis.

- Your use of Orbit Diligence would be a 'Branded Site' with your company's branding and URL.
- All subscribers will receive set-up support, training and assistance in producing respondent user guides. In addition to email and phone support from TM operations professionals.
- At client request, Thomas Murray can support the development of customised reports.

We are fully committed to working with clients and industry participants to continuously evolve the features of our Orbit Diligence in line with industry needs. We envisage further industry collaboration, questionnaire standardisation and multi-tenanting, supported by Orbit Diligence, as the way forward in terms of enhancing process efficiency.

Data protection

Orbit Diligence is designed to meet the highest security and data protection standards:

- The platform is centrally hosted on secure Thomas Murray servers at Equinix LD8 London IBX Data Centre facility.
- Client data is strictly segregated and encrypted in transmission and storage.
- The network perimeter is protected by a dual-layer firewall and monitored by intrusion detection systems.
- We regularly carry out internal automated and manual testing and engage third party IT consultants to conduct further external penetration tests.
- Thomas Murray maintains a disaster recovery site at 'The Bunker' (a former UK MoD underground facility).

**To find out
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