



Fundsphere® Workflow

Fundsphere Workflow is a business process management system designed specifically to serve the fund industry and provide an efficient, task-oriented method to log, track, and process incoming streams of requests. It offers an out-of-the-box set of standardized processes in addition to facilitating the design and management of custom processes. Authorized users can access all relevant information, including request history with all underlying attachments, via a browser-based interface. The system provides safe and segregated storage of information tied to an account for future reference. New process rules can be added when the necessity arises, even during a production run.

FUNDSPHERE WORKFLOW FEATURES:

- Business rules applicable to every event type are pre-defined, providing an intuitive guide for back-office staff to quickly and accurately handle incoming requests.
- Promotes appropriate and secure information and process sharing between multiple locations, including fund promoter and customer service access, allowing for distributed processing.
- Provides automatic tools to effectively manage workloads, meet regulatory deadlines, and ensure that no incoming request is lost.
- Management can establish and modify alert thresholds, reassign queues, tasks, or roles, and run statistics and reports.
- Tasks not addressed in a timely fashion are automatically escalated to management.
- Maintains complete accumulated history with a full audit trail.

FUNDSPHERE WORKFLOW BENEFITS:

- Allows for the creation of a highly efficient distributed processing model with servicing centers located in different regions and time zones.
- Enables users to offer unparalleled service levels to shareholders, having a positive impact on reducing each value chain player's operational costs.
- Task-oriented approach enhances productivity by automatic routing, enabling staff to manage requests more efficiently.
- Processing, management, and viewing of tasks, as well as attachment of files to tasks, is enabled from any location.
- Very powerful search and filtering capabilities from any location allow for immediate retrieval of desired data from any location.
- Powerful reporting that allows for statistical analysis, error trends, and cost tracking, as well as continuous improvement of operations.



VISION. STRATEGY. EXECUTION.

[*vision*] - the act or power of imagination

[*strategy*] - the art of devising or employing plans or stratagems toward a goal

[*execution*] - the act or mode or result of performance

Fundsphere® Platform

The Fundsphere Platform is designed to meet the complex requirements of today's Transfer Agent. Fundsphere, interfacing with multiple core TA systems, is specifically designed to support the global distribution of Mutual Funds.

FUNDSPHERE ALLOWS USERS TO:

- Access multiple integrated applications on a single platform – thus reducing the overhead costs of complex TA surround technology.
- Lower their costs and increase efficiency.
- Reduce operational and regulatory risks across operations.
- Expand their product offering.
- Offer superior service to promoters, distributors, and investors.

FUNDSPHERE TECHNOLOGY.

- Standard – corporate IT policy compliant.
- Modern – current Financial Industry technology.
- Scalable – independently stress tested.
- Secure – independently ethical hacked.

FUNDSPHERE WORLDWIDE.

- In production in financial centers in the Americas, EMEA and APAC.
- Time zone independent 24*7*365 support.

FUNDSPHERE BENEFITS:

- Ease of use, ease of administration, configuration, and maintenance.
- Anytime, anywhere access to the applications via secure thin browser interface.
- Rapid rollout of the new clients with no installation required on the client side.
- Full and secure segregation of data between clients – even if the back-end TA system does not support it.
- Powerful, user friendly data mining and on-line reporting capabilities.
- Variable functionality and features in a single installation based on login group entitlements.
- Multiple branding/white labeling configurable as needed.
- Full audit trail.



Metrosoft empowers global TA players with solutions designed for the asset servicing industry. Fundsphere, a highly scalable, secure, segregated, and white-label internet platform ensures increased client satisfaction, risk reduction and measurable operational efficiency gains. The platform, using only browser client, delivers valuable self service in key business areas to all players in the TA value chain. Fundsphere interfaces with major TA systems and is in production in the Americas, Europe, and Australia.

Metrosoft offers in-depth expertise in the TA business resulting from over 10 years of experience working with blue-chip clients across the globe. Its proven ability to bridge business and technology has helped these clients to effectively solve regulatory, compliance, transparency and core business issues.

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