

Our BEST in outsourcing



Everything that is really great and inspiring is created by the individual who can labor in freedom.
(Albert Einstein)

You can create everything that is great and inspiring, free from operational details.



COMPANY PROFILE

Best Vision Services was established in June 2005 by the BEST VISION HOLDING group to split and specialize the ever growing service-oriented business of Best Vision Solutions.

Best Vision Services aims at providing highly qualified services by its know-how relevant to processes, training, system integration and project management in order to meet clients' requirements, according to an outsourcing-oriented approach.

By closely cooperating with the other companies of the group, Best Vision Services inherits all the basic values of BEST VISION HOLDING, i.e. the tradition of Swiss quality and propensity for dialogue and to share strategic choices with its clients.

Outsourcing is the strategic decision to focus your activities on your core business.

OUTSOURCING REASONS

Costs reduction

Outsourcing allows modifying the structure of company costs, by reducing the incidence of fixed costs on total costs. It also allows reducing total operational costs thanks to economies of scale and to other advantages linked to the provider specialization.

Capitals & resources

Outsourcing reduces the need of capitals to be invested in activities not directly linked to the core business. Outsourcing can therefore help to improve some balance sheet ratios (e.g. ROI) and, at the same time, it allows moving your resources from auxiliary activities to more quality and service-oriented activities.

Risk reduction

Considerable risks are always linked to the investments a company makes. Outsourcing is a way to share the risks relevant to the decisions among more companies. Through outsourcing you become more flexible, dynamic and able to catch changes and seize the changeable opportunities the market offers.

Transferred assets & staff

Assets used for the activities to be delegated are sold to the provider. Outsourcing sometimes includes also the transfer of the staff charged to externalized functions: what is a secondary activity for you becomes the core business for Best Vision Services, by greatly improving the motivational aspects of the transferred staff.

The sale begins when the customer says yes.
(Harvey Mackay)

The customer is our reason for being here.



Specialization

Best Vision Services performs high level services thanks to great experience and big investments in technology, methodology and specifically professional staff training.

Growth

If your company is expanding, outsourcing is a feasible and advantageous alternative, instead of developing in-house specific skills to face the new problems linked to growth.

Control

Contrary to what people usually think, outsourcing allows companies to have a quicker and efficient check on delegated company functions. Even if your company reduces staff in the outsourced sectors, you can run the whole network which provides the purchased services.

Focus on core business

Outsourcing allows you to focus on your business, leaving the operational details to an external expert. Outsourcing therefore becomes a management instrument which can achieve primary aims with more clearness and effectiveness to focus on and interpret the needs of your clients successfully.

Once a new technology rolls over you, if you're not part of the steamroller, you're part of the road.
(Stewart Brand)

Our technology does not drive your change, but it enables it.



Project management

Thanks to the considerable investments in technology, training and methodology in the course of several years, Best Vision Services has developed a high level capability in processes management, by defining its own innovative outsourcing framework (described below) based on the following adopted international standards:

- ITIL® (IT Infrastructure Library)
- PMI (Project Mgmt. Institute)
- CobiT® (Control Objectives for Information and related Technology)
- ISO 17799 and BS 7799

Implementation project

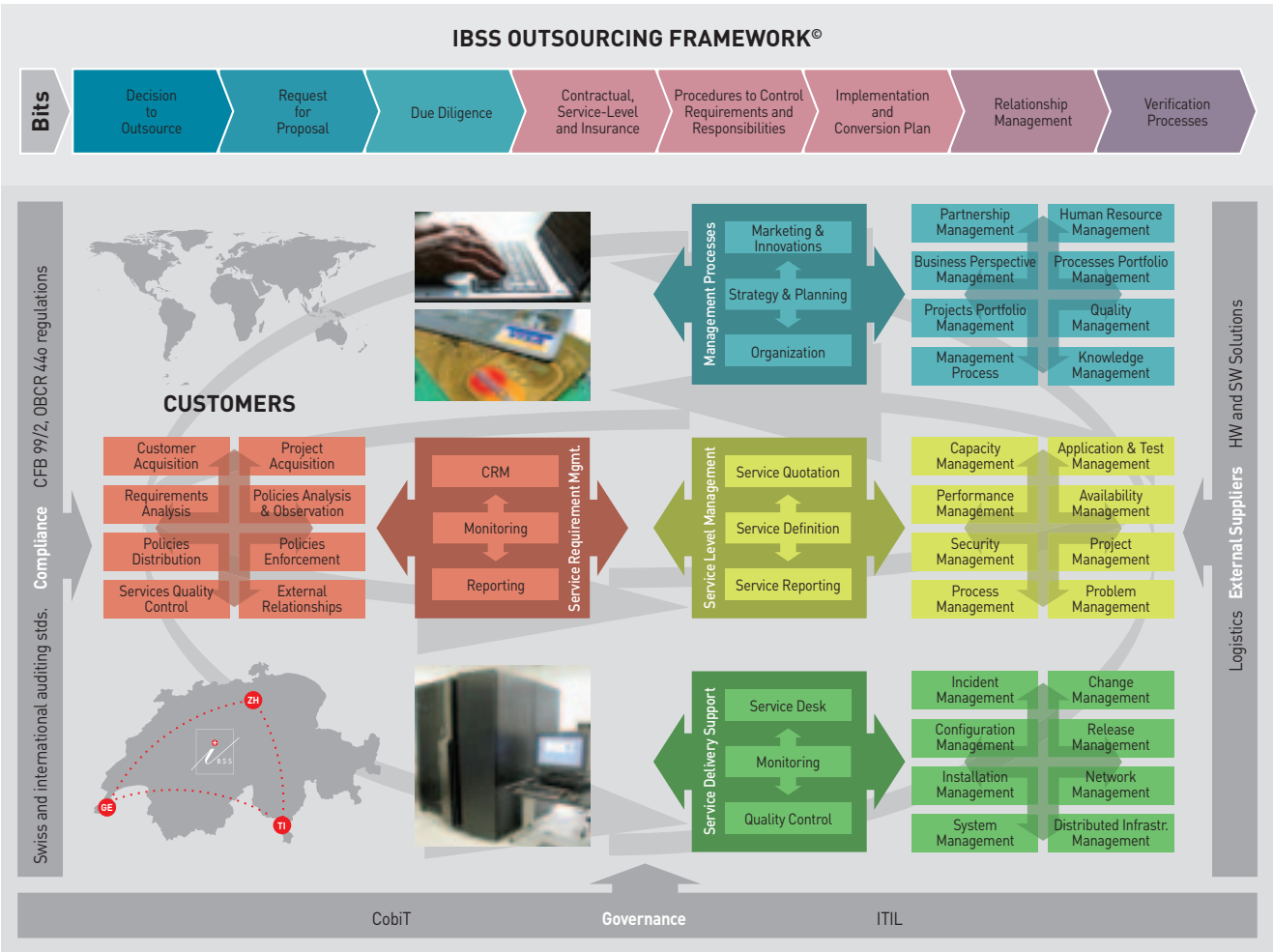
High level quality supplier of outsourcing services, Best Vision Services also acts as strategic partner for implementation projects of Best Vision Solutions, another company of the BEST VISION HOLDING group and provider of core banking solutions (BEST®).

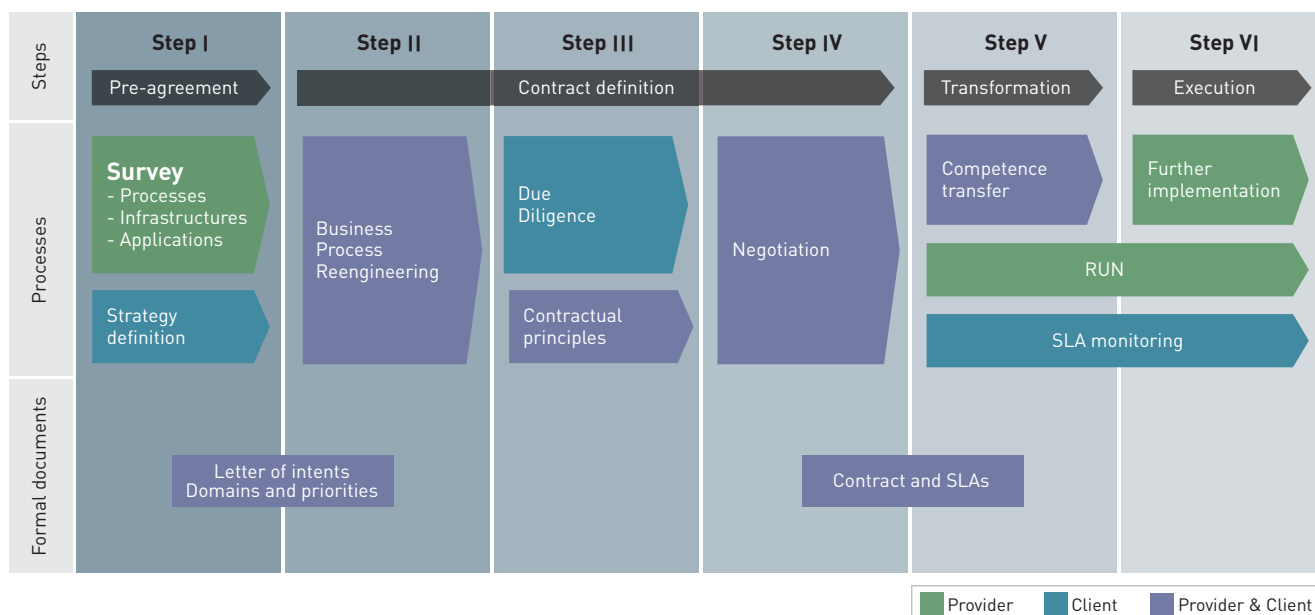
Migration project

In migration project contexts Best Vision Services usually delivers a “model bank”, the result of a BEST® parameterization based on the “best practice”. The model can be adjusted according to the clients’ specific requirements, reducing time and costs.

The top-level project capabilities combined with a process modelling approach allow performing complex projects in record time to the greatest satisfaction of clients.

OUTSOURCING FRAMEWORK





OUTSOURCING TRANSFORMATION PROCESS

Topics

According to a consolidated interpretation of the new generation managers outsourcing is a more and more notable and strongly evolutive event, able to trigger the necessary transformation of the company structure and processes. Through outsourcing technology can be considered differently by concentrating all the company resources on the core business and with costs proportional to the structure use. All this is possible by keeping a strategic management of the company structure.

This awareness leads to different types of outsourcing implementations on the basis of particular company requirements.

Outsourcing applications

Application Server Providing (ASP)

Services supported by specific applications running at provider's centers

Out-tasking

Outsourcing of specific tasks in the IT domain (e.g. networking, IMAC, etc.)

Function outsourcing

Entire organizational unit externalization (e.g. Information Technology Outsourcing, ITO)

Business Process Outsourcing (BPO)

Outsourcing of business processes (back office area)

Outsourcing approach

Outsourcing requires that the evolution from in-home managed activities to outsourcing occurs according to common criteria and aims between the client and the provider.

A true partnership between the parties allows sharing a common vision related to the cooperation at operational and strategic level.

Outsourcing process

Best Vision Services recognizes a double commitment in partnership with the client: on the one hand it keeps temporarily the management of the area to be restructured by avoiding block risks of operations, on the other hand it cooperates with the company as a consultant in the change operation.

Best Vision Services has therefore developed a management process methodology drawn from BITS (Framework for Managing Technology Risk for IT Service Provider Relationships) and adapted in banking outsourcing contexts (as described above).

ASP & operating services (ITO)

Services aims:

- Hosting
- Operative system and software application release and test mgmt.
- Help Desk
- ICT Governance consultancy and training

Services items:

- Main application server (production center)
- Slave application server (remote backup center)
- Secured connection, all safety devices (e.g. firewalls, VPN boxes, strong authentication tokens, etc.)
- Storage devices
- Redundant authentication servers

- Redundant Management Information System servers and other concurrent application servers (legal information production, interbanking messaging management, electronic archiving, etc.)
- Anti-intrusion and fire prevention devices
- UPS machines
- Hardware and software providers assistance contracts
- Full availability of core banking system (BEST®), time zones independent 24/7, including: application release, testing and Help Desk services
- EoD, EoM, EoQ, EoY processes mgmt.

Backup & disaster recovery services

Service aims:

- This service is offered by Best Vision Services in order to guarantee the Business Continuity to its clients in case of accidents or disasters which could prejudice their infrastructure

Service items:

- Office equipments, i.e. personal computers, printers, phones, fax machines, furniture, safes, etc. – as defined in the personalized “Service Level Agreements” (SLAs)
- Space, power, testing, environments and other support services for the necessary equipment installed at the Best Vision Services network location

location

- Routine maintenance for the equipment at the Best Vision Services network location
- Overall network management and monitoring of the equipment at the Best Vision Services network location
- Central telephone number of the Best Vision Services Network Management Service Center (NMSC)
- Online or cold data backup at the Best Vision Services infrastructure, according to personalized SLAs

OUTSOURCING SERVICES

IRS services (BPO)

Service aims:

- Periodical reconciliation between the bank and custodian data, concerning the incomes from American securities, to be filed to the Internal Revenue Service (IRS)
- Production and filing of the required forms to be sent to IRS in electronic format on behalf of the bank
- Working-able by exception on IRS-reportable securities
- Sharing available information among authorized users

Service items:

- High-level and online data reconciliation Web application, available on a 24/7 basis via Internet ASP (SSL protection)
- Provided electronic information standardization according to adopted standards
- Continuous dialogue with bank's back office department in order to solve all possible “non-balancing” causes
- Online user manual
- Hotline and/or on-site specialized consulting services
- Intensive dialogue with IRS staff on behalf of the client
- Consultancy on American Tax issues

Networking & IMAC services

Service aims:

- Provide a qualified service related to the overall client IT infrastructure management
- IMAC (Install Move Add Change) activities according to client policies and approval processes (ex ante) and reporting requirements (ex-post), as described in personalized SLAs

Service items:

- On-site management of maintenance, monitoring, IMAC activities related to servers, personal computers, printers, firewalls, routers, VoIP devices, etc.
- Process management related to security policies and services supported by software application tools (i.e. e-mail, anti-virus and anti-spamming, IP addresses, etc.)
- Guarantees and licenses contracts management
- Help Desk, 24/7 available

Consulting services

- Personalized software development and testing
- Functional and technological processes optimization
- Education and training courses
- Business coaching & mentoring in the following areas:
 - Internet banking
 - Customer Relationship Management
 - Data Warehousing & Business Intelligence
 - Implementation processes for compliance with banking regulations
 - Family Office & Wealth Management

Thanks to the synergistic cooperation with the other companies of the BEST VISION HOLDING group and partners, Best Vision Services also guarantees its clients services relevant to different fields by a unique interlocutor.

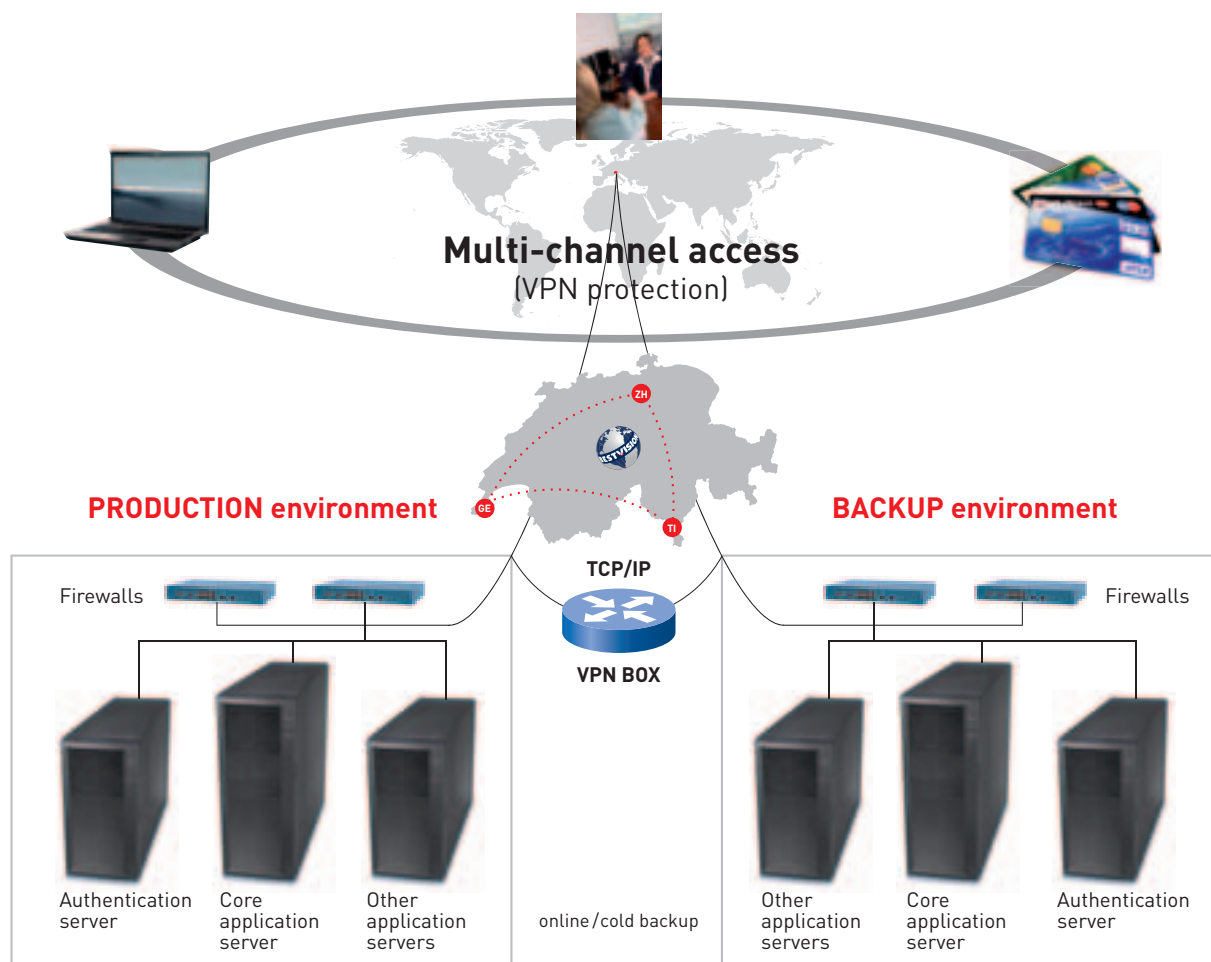
Equipment supply

- Hardware and software equipment purchase
- Hardware and software delivery, installation, and configuration services

Financial services

- Leasing & easy financing
- Forfeiting & Trade Finance
- Fund Management
- Fiduciary services

INTEGRATED SERVICES



A satisfied customer is the best business strategy of all.
(Michael Leboeuf)

Our BEST in outsourcing, to your satisfaction.





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