

The Customer Relationship Management which brings greater effective productivity to your company



## Corporate Administration Management System



### Introduction

Without a doubt, the alignment of strategy, processes, people and technology are indeed the most important elements to build and maintain successful relationships with clients. These concepts gain more value and significance for organisations in the areas of Finance, Business Administration, Investment Funds or Trusteeships, so as to increase client loyalty by means of expanding and strengthening the commercial relationship, within the given framework of recent laws in each jurisdiction.



### CAMS-iTech: CRM Vertical for Administration/Finance

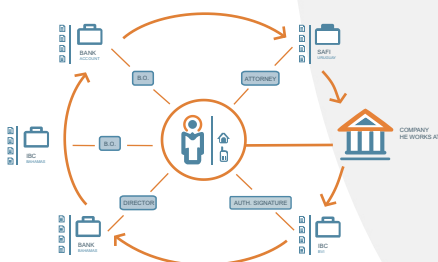
CAMS-iTech™ is the technological answer developed by IMPACT-iTech™ to encounter the challenges presented by the KYC (Know Your Customer) regulations, controls associated with AML (Anti Money Laundering) as well as CTF (Combating Terrorism Financing). At the same time, it integrates and unifies the access to already existing management system within the organisation.

CAMS-iTech™ shifts the client's view, which is traditionally based on the management systems that fragment the client's information according to the product or service function that they wish to engage, in order to re-focus it on the client's profile as a whole.



### Administration of Contacts and Business

The inherent information is recorded for all organisation, individual or corporate contacts in a centralised, combined manner from the early stages of the relationship with the client, to the more advanced stages where it can record the complete structure of the corporate contact (Shareholders, Directors, Managers, etc.). This module is essential to the CAMS-iTech infrastructure, as it gives the system significant integration capability, allowing it to connect to the existing applications within the organization.



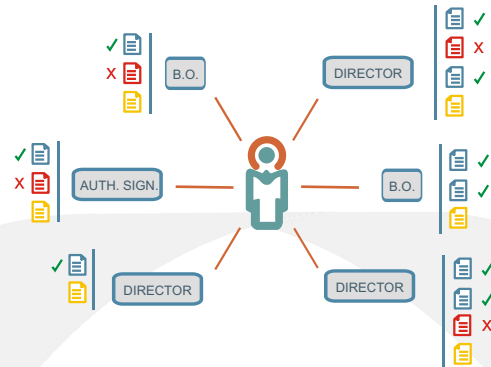
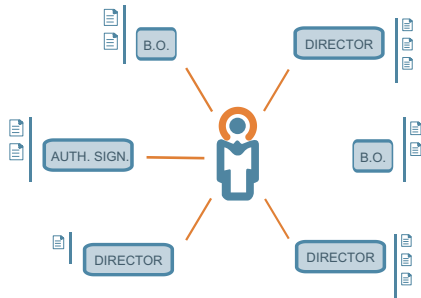
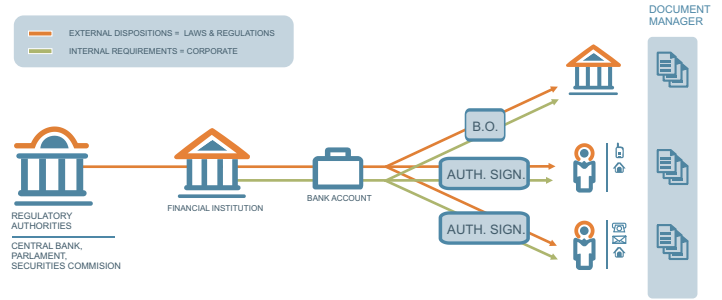
CAMS-iTech™ incorporates the database information about the client, structures and companies with connected organisations and their relationship with the business so as to obtain a 360 degree view of the business. This unified view is the basis of information on which the following modules are based:

- Due Diligence Manager
- Dynamic Reports Producer
- Risk Rating Framework
- Money Laundering Control

It allows the definition and administration of documentation requirements about the clients both legally (as requested by the regulators of each jurisdiction) and internally (as defined by the organisation). The module guides the execution of the due diligence depending on the commercial relationship of the contacts with the organisation while at the same time documenting the actions taken throughout the process.

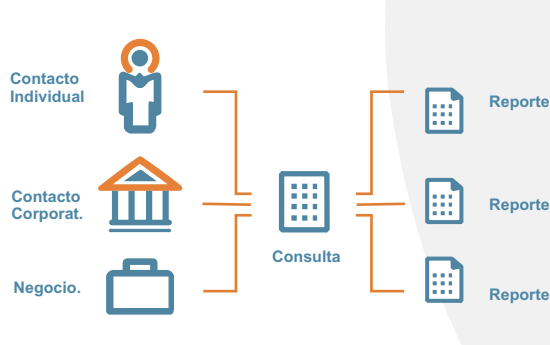
The documentation requirements of the regulators of each jurisdiction or of the organisation itself are defined at role level, within the corporate structure of the business:

- Owner
- Representative
- High-Level Personnel (Director, President)
- Authorized Signatory.



The definitions formulated for the different Roles are projected onto the live database giving a unified view of the documentation demands, which are then controlled in the daily operations, displaying the level of completeness real-time for each individual contact or corporation involved.

The Dynamic Report Producer takes advantage of its powerful database with information on Contacts, Businesses and Due Diligence requirements allowing users to generate customised reports. It provides:



- a visual tool for the production of dynamic reports.
- parameters of each query that can be saved for future execution.
- results obtained that can then be re-grouped, ordered, interchanged, etc.
- a logical structure of the query that can be reviewed before emitting a report.
- results acquired that can be exported to Excel or sent via e-mail through its interface.



## Risk Rating Framework

It allows the definition and control of risk frameworks for the client and the commercial relationship with the organisation, so as to evaluate situations such as the potential risk of money laundering, as well as operational risks. The module uses different risk framework definitions at the same time so that it controls and documents the variances in risk figures.

This component also takes advantage of the network generated among the clients and the functions that are carried out within the businesses, to evaluate the risk of each and every one of the structures and its alliances.



## Money Laundry Control

A profile control of expected versus the current and actual behaviour is implemented, based on the capability to connect CAMS-iTech to the existing management systems, such as the accounting, banking systems, etc. This facility is complemented with CAMS-iTech's capability to incorporate lists of suspicious names from the international lists of the OFAC, the UN and the FBI or any available list in a text file, which are then verified against the contacts and their existing businesses.



## Highlights

- CAMS-iTech™ is a Customer Relationship Management system specialised in displaying the underlying information in the relationships between the contacts; individuals, groups and the business maintained within the organisation, whilst at the same time:
- Maintaining a unique platform to access the contact and business information and the information in the existing management systems of the organisation.
- Reducing errors due to inconsistencies in redundant product information arising from the use of fragmented management systems. It has personalised and dynamic reports sufficient to meet the needs of every department in the organisation.
- Aligning the organisation with the demands of the Compliance Department by defining these demands at documentation and risk criteria levels, which must then be respected in all the operational areas.
- Complementing the risk analysis contained within the management systems, basing this on the client's operations and with evaluations derived from the client's own characteristics, its businesses and its relationship with the corporate structures.
- Allowing the mass control of information within the database of contacts and businesses against those published among the lists of suspects (the OFAC, the UN, the FBI etc).