Net.Bit

Managed Services for Siron® Compliance Solutions

Why Managed Services?

- **Increased operativity**
- **Lower operational costs and lower costs for system administration**
- **Lower personnel cost as well as personnel training costs**
- **Increased responsiveness of the technical support team and lower response time**
- **Continuous access to the latest technology**
- **Access to our specialized team and their expertise**

Managed Services for Siron® Compliance Solutions include the operation, administration, and maintenance of FICO Siron® systems, focusing on typical Business activities for FICO's Siron® AML, KYC, Real-time transaction monitoring (Embargo) and other products.

Following is a description of services included with the Managed Services for Siron® Compliance Solution:

Operational Support

Through our Managed Services our clients are provided with first and second level of support via our Helpdesk. With the help of our ticketing system, we record any issues that our client reports, and our team resolves them in a timely manner. Our team is on-duty and ready to respond according to the established service level agreement (SLA) with the client. Through the basic maintenance of the scoring process and watch list interfaces we prevent the occurrence of any major issues. Once the system is in place, we perform overall application configuration and administration, fine tuning for all the appropriate filters, rules, adjustments and Admin/Superuser functions. Additionally, we ensure elimination of errors and deficiencies in the performance of the software, analyze errors in the scoring process and re-run scoring. Finally, we take care of our client's typical operational or solution maintenance needs such as configuration changes, customization support and minor enhancements, in accordance with unique client specific requirements as well as country specific regulatory requirements.

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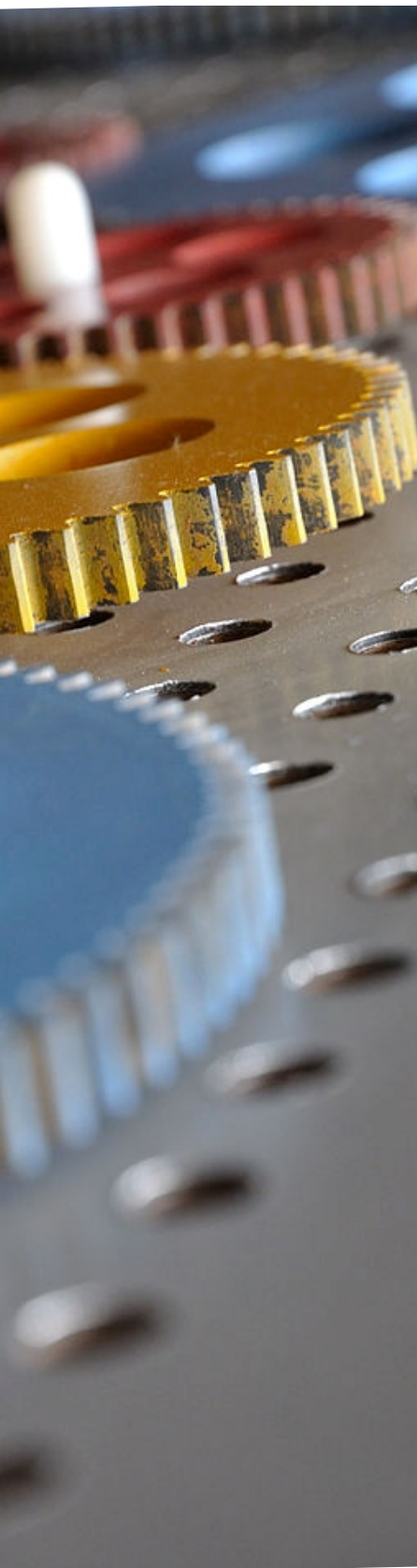
Application Support

As part of our Managed Services solution we provide best practices, respond to technical inquiries, and assist in solving configuration items such as Assistance in Scenario Testing. Additionally, clients are provided Data Quality Assurance and Data Mapping Assurance which includes adopting Data Mapping changes due to changes in the Core Banking System and/or changes in FIU Reporting (SAR/STR).

Technical Health Check

Our team performs a macro level health check on the client's AML application environment, identifies any issues and suggests solutions. Client will be responsible for performing any AML adjustments required.

Performance Optimization

We aim to assure that the system performs on an optimal level. Therefore, if the system performance decreases, our team is there to identify the cause. Once the cause is reviewed and analyzed, we provide suggestions for best practices on how to improve the performance.

All services described above refer to basic environment configuration and installation. All other environments other than this like multiclient, or customized software components which are not part of the standard software installation, configuration or parametrization will be discussed and offered as separate projects, after all information needed for such a project are handed to **Net.Bit**.

Upgrades & Updates

- Upgrades are not included within the service window. At the commencement of each new 3-year period, the Client receives the latest version available from the Manufacturer. Delta-training for end users may be offered optionally.
- Installation of all manufacturers recommended updates is included.
- Installation of Patches, Service Packs including the parametrization or the transfer of parameters of the client's environment is included.

Compliance with data protection standards

Net.Bit is certified according to the standards ISO27001-Information Security Management and ISO20000 – IT Service Management, and ISO27701, therefore all customer data is handled according to the European Union GDPR regulation.

Consultancy services

The following optional services are optionally offered as additional support to our clients:

- End-user training, per request
- Platform administration (web server, application server, database, networking)
- Development of the ETL interface for extraction of the data from the core system, optional on request
- Custom Reports
- Development of additional rules & scenarios.