

CSSI BackOffice Services

CSSI's BackOffice Service is an in-house back office operations outsource designed to serve as a firm's reconciliation staff (or staff supplement). CSSI performs daily download and reconciliation directly on the customer's system. CSSI does not host any of the customer's data, doing all the work directly through the customer's remote connectivity and security. This allows the customer to maintain control of both the operation and the data. Customers can use the system in a way that fits their needs, rather than having to conform to a standard setup.

Why Do Customers Decide to Outsource?

In some cases they have made the decision that they cannot justify a full-time person, or they have decided to make better use of the person's expertise. In other cases, a critical staff member might be out on maternity leave or other long term leave, creating a temporary manpower shortage.

Outsource customers fix their costs so they can budget more effectively. Outsourcing daily reconciliation leaves the customer free to spend time managing assets and building business, rather than managing exceptions and day to day reconciliation.

Why Do Customers Select CSSI?

CSSI is a consulting company that is divided into two business units: **Consulting** and **BackOffice**. The BackOffice unit is responsible for daily maintenance of systems, data conversions, and special projects. CSSI BackOffice personnel are familiar with most custodian data. They understand the issues and exceptions, and know where to go to find answers and resolutions. In addition, because of the depth and breadth of experience on the consulting side, BackOffice personnel can make recommendations as to best practices.

How Do We Work?

Beginning at 7 am, CSSI downloads all the data from ACD (Advent Custodial Data), posts the transactions, positions, and prices, and does a first run reconciliation before 9 am. Typically 95% of accounts are reconciled before 9 am. At that time we send an E-mail to the contact at the client site with a status and any information required. The information required usually revolves around re-orgs and specific account info.

On non-ACD accounts we use a variety of methods, generally determined by the customer's current practices. This could be either electronically posting information from other sources or manually entering and reconciling monthly statements. We want to be seen as an extension of your staff. We will work to understand your procedures and practices, and conform to your standards.

How Much Does the Service cost?

Reconciliation services are charged based upon the number of accounts, complexity of holdings, the balance between electronic and paper statements, and the range of optional services desired (see below).

What Does CSSI's BackOffice Service include?

1. Daily reconciliation by quantity and cash (ACD downloads and posting)
2. Entry of any paper statements as received (manually or ByAllAccounts)
3. Daily price and index updates from ACD or FTID
4. Month end processes
5. Performance update

Optional Services:

- New Account Setup
- Special Performance Updating
- Performance Reviews/Verification
- Market Value Reconciliation
- Updating Statement Scripts
- Running and Printing Reports
- Group Maintenance
- DTC and Rex Matching
- Billing Calculations
- Sub-Accounting Services
- Non-ACD Reconciliation

Platforms Supported:

- Axys®
- APX
- PortfolioCenter®

CSSI
901 East 8th Avenue, Suite T001
King of Prussia, PA 19406

Contact: Michael Herrera
General Manager
mherrera@cssi.org

Phone: 610-992-9287

Fax: 610-992-9289

www.cssi.org