



# Managed Application Services

Operational management of Bravura Solutions' administration systems

It makes good business sense to focus on your strengths and leave other aspects of your business to experts in each field. Our managed application services ensure optimal performance of Bravura Solutions' wealth administration systems, maximising the value of your software investment.



## Why outsource your administration system management?

Outsourcing has become an attractive choice for businesses seeking to gain a competitive edge by achieving excellence across all aspects of their operations. Aided by technology advances such as cloud computing, outsourcing enables wealth managers to focus on their unique strengths while simultaneously complementing their business with additional specialised functions delivered by expert third party providers.

State-of-the-art wealth management administration systems are a prime example of the type of specialised function suited to an outsourcing arrangement. These systems can stretch in-house IT resources and capabilities and are more effectively managed by the software vendor.



## Why choose Bravura Solutions' managed application services?

Bravura Solutions has many years' experience in developing, delivering and managing our core administration systems for the wealth management industry. We possess an intimate knowledge of all aspects of our registry software.

When you employ Bravura Solutions' managed application services to oversee your Bravura registry platform you enjoy total assurance that you are realising the full potential of your software investment.

Our expert IT professionals monitor, maintain, upgrade and optimise the performance of your Bravura Solutions' administration system. The challenges and risks associated with designing and implementing, as well as managing the technology infrastructure components of a registry platform are effectively and efficiently managed for you.



Defined service level agreements govern day-to-day operations, ensuring optimal levels of system performance.

In addition, under our managed application services approach, we ensure the timely delivery of upgrades, new features and enhancements, providing you with access to innovation as it becomes available, rather than years after release.

## What managed application services are on offer?

Bravura Solutions' comprehensive suite of managed application services enable us to design and deliver a solution tailored to your business needs.

Our services include the operation of your registry software to a specified service level, providing upgrades, configuration and patching, performance management and tuning, as well as proactive 24/7 monitoring to speed issue identification and resolution.

Bravura Solutions also offers infrastructure provision and support, including storage, servers, operating system and database software, application server and networking components.

Our ongoing specialist advice and consulting ensures you leverage your software investment to full effect.

Flexible and responsive, our managed application services offering provides your business as much, or as little assistance as you need.

Our key managed application services include:

### Operational Services

- > Service delivery management
- > Application management
- > Application monitoring
- > Application performance management
- > Change management
- > Administration of technology upgrades up to the operating system
- > Database administration
- > Environment management
- > Deployment testing
- > Issue logging and tracking
- > Incident management
- > Problem management

### Infrastructure and Software Hosting

- > Provision of all hardware and application software
- > Provision of all required third party software

### Security and Disaster Recovery

- > Security and intrusion protection services
- > Security audits
- > Annual disaster recovery failover tests
- > Backups



## Key benefits

Bravura Solutions' managed application services support and assist your business to become a highly efficient, sustainably competitive enterprise.

### Responsive service levels

At Bravura Solutions, our managed application services are governed by mutually agreed service levels that typically cover support production, disaster recovery and test requirements, alongside project service requests.

Developed in close consultation with our clients, these service levels are clearly defined to ensure all responsibilities are agreed and clearly understood and your business is proactively and responsively supported.

Bravura Solutions subcontracts selected services from specialist partners, including computer hardware, data centre facilities and network services. We are committed to managing these suppliers on your behalf.

### Optimal IT infrastructure

Our extensive experience in IT enables us to assess and recommend the technology infrastructure your business requires to deliver the desired design, performance and operational capability for your Bravura Solutions administration system.

To protect your data, Bravura Solutions houses all equipment in secure data centres, with separate centres for production and disaster recovery environments. We establish data replication facilities between these environments to ensure rapid recovery should the need arise.

Where possible, our managed application services leverage shared infrastructure for services such as load balancers, firewalls, secure gateways, internet connectivity, application servers and database servers. All services are proactively monitored and managed on a 24/7 basis.

### Focus on what we each do best

Our managed application services allow you to focus your resources and efforts on designing and delivering world-class financial products and services to your customers, instead of focusing on the management of your administration system.

We provide the skills and technical expertise to consistently deliver world-class technology services to manage the registry functions that underpin your business.

### Increase efficiency, reduce risk

By having the right people focussed on what they do best, Bravura Solutions' managed application services significantly increase business efficiency. Appropriate allocation of specialist resources also serves to manage and mitigate risk.

Our managed application services bring together top quality expertise and state-of-the-art infrastructure, enabling businesses to continue to operate at peak efficiency under all circumstances, even during large-scale IT deployments and implementations.



## Bravura Solutions' credentials

Bravura Solutions has delivered managed application services to our administration system customers in the UK and Europe for well over ten years. The vast majority of our customers in these locations choose to have their applications delivered as a managed service. We provide our managed application services offering across four UK-based data centres with 300+ virtual servers, 200+ physical servers and 1,000 customer databases.

We have delivered managed application services in the Asia Pacific region since 2012, as an extension of our existing professional services. In Asia Pacific, Bravura Solutions partners with high quality, proven, local data centre and hosting providers to deliver an end-to-end administration software solution.

Bravura Solutions has a long history in successfully supporting our clients through implementations, upgrades and legislative programs, as well as day-to-day business support. Our staff bring specialist skills and in-depth knowledge of our leading edge, next generation administration software.

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### About Bravura Solutions Limited

Bravura Solutions Limited is a trusted provider of software solutions for the wealth management, life insurance and transfer agency industries, underpinned by functionally rich technology that enables modernisation, consolidation and simplification.

We are committed to increasing operational and cost efficiency for our clients, enhancing their ability to rapidly innovate and grow, minimising their risk and enabling them to provide better service to their customers.

Backed by over 30 years of experience, our installed solutions or hosted managed application services are mission critical to some of the world's leading financial institutions. In excess of A\$2.3 trillion / £1.4 trillion in assets are entrusted to our systems.

We support our clients with a team of more than 950 people in 12 offices across Australia, New Zealand, Asia, United Kingdom, Europe and South Africa.

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