

**CUSTOMER**

Credit Suisse is a globally active financial services enterprise with headquarters in Zurich. In the area "Fund Administration," the department "Information Management" is a profit center responsible for production of factsheets for internal and external clients.



**TASK**

Replacement of existing systems for PDF production amounting monthly to

- 5,000 factsheets
- 1,100 management reports
- 8 books

for

- traditional products
- structured products
- pension or financial security products

for

- 9 clients
- 16 countries
- 20 languages

Complete integration of the new solution in the Credit Suisse system environment.

- CS product database
- CS authorization system
- CS logging system
- CS software distribution (server, client)

**PROJECT**

In a project lasting twelve months between 2008/09, two historically evolved systems were replaced with Flux IFP.

In addition, PDF documents previously generated manually were integrated into Flux IFP for automated production.

**SAVINGS**

- ~ 25% Resource savings
- ~ 30% Internal cost savings
- ~ 70% External cost savings

**FACTSHEET PRODUCTION AT CREDIT SUISSE**

For production of factsheets, Credit Suisse now employs Flux IFP (Integrated Factsheet Production), a Flux-based software solution from Focus Consulting AG for automated generation of complex PDF documents.

Within the scope of a Credit Suisse project, two existing systems for factsheet production were replaced with Flux IFP. For some 800 different fund products, more than 6,000 factsheets and management reports are thereby generated on a monthly basis for 9 clients in 20 languages and 16 countries. Even entire factsheet books, previously produced manually, can now be created automatically using Flux IFP.

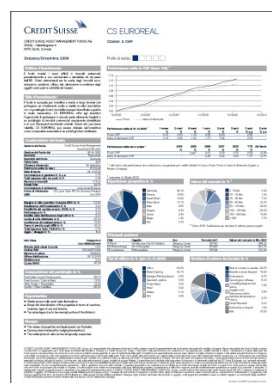
**"Flux IFP stands out because of its clear, logical structure. Its high flexibility makes the implementation of new demands possible without the support of IT specialists. Due to compact and efficient processes, we were able to boost our productivity substantially, which alongside shorter reaction times also led to more cost-effective production."**

Marc Nanninga, Information Management, Credit Suisse

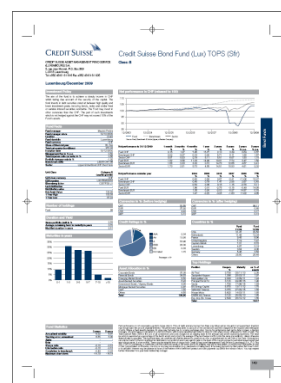
**AUTOMATIC VALIDATION**

With several thousand factsheets per month, the manual error-check was very time-consuming in the past. Due to Flux IFP's validation functions, now quality assurance can be carried out to a large extent automatically. This prevents that erroneous or incomplete documents would enter circulation. Content as well as design aspects are examined by the production system according to established rules. Since the quality check is possible before the actual production, any apparent problems can be seen in due time and corrected directly in the source systems.

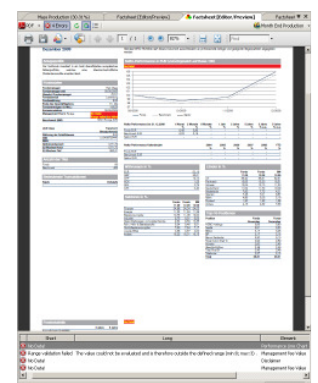
For each production run all product information and validation results are entered in log files. This allows detailed evaluation along various criteria as necessary. At Credit Suisse, among other purposes the log data are used to ascertain which problems arose during what production phase, and how long it took to rectify them. The causes for delays thus become apparent, and can then also be used to optimize internal quality management.



Standard factsheet from mass production



Factsheet from a printer's copy for book production



Visualization of errors following a quality check

**FLUX - Flux IFP**

FLUX is a framework for orderly handling of exceptions.

Flux IFP as an application for PDF production is based on FLUX, employed in the area of factsheet production at Credit Suisse since 2009.

Considered simply, Flux IFP obtains data from arbitrary sources and handles these according to the valid configuration for a concrete situation – in observance of all rules and exceptions for that case. The result is generated internally in FLUX-XML, converted to PDF and finally transferred to the defined target system.

Since with Flux IFP configurations are arranged from the highest point in a hierarchy, effort is reduced to the absolutely necessary. For example at Credit Suisse, a single definition suffices to configure that all factsheets receive a page number if they are used as part of a book. With Flux IFP, instead of defining the layouts of individual factsheets, context-specific rules are configured.

Factsheets for a new product can be generated automatically as needed with Flux IFP. The expansion of an existent configuration is only required if there are new combinations of criteria, for which layout specifications do not yet exist.

**“During the entire project phase as well as afterwards, we came to know Focus Consulting AG as an extremely reliable partner. Their delivered performance consistently exceeded the contractual scope, which at the very least created the basis for a sustained business relationship.”**

Marc Nanninga  
Information Management  
Credit Suisse

**RAPID ‘TIME TO MARKET’**

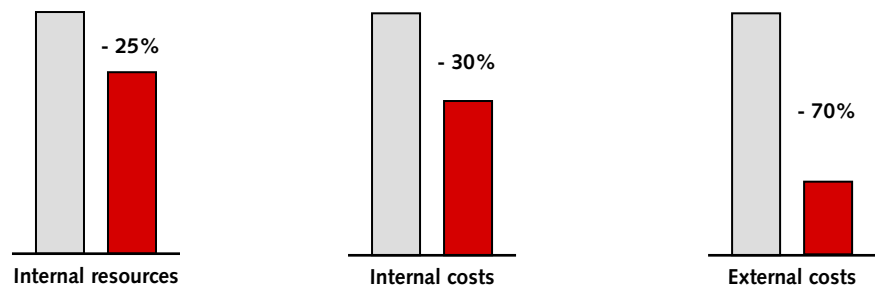
Flux IFP provides building blocks for data access, layout definition, formatting and validation that can be flexibly combined. This building block concept, adaptable to the widest range of needs, enables users to configure current as well as future requirements independently, without support of IT specialists.

In practice the advantages are particularly apparent in the ‘Fast Prototyping’ of new factsheets, in structuring individual reports (e.g. in the area of ‘Labeled Fund Solutions’) as well as in a markedly accelerated realization of even complex undertakings (time to market). Due to the integrated graphic editor and WYSIWYG functionality (What You See Is What You Get), Credit Suisse employees could assume control of the configuration of new layout requirements already during the introduction of Flux IFP and execute them under their own direction.

**LEAN, ECONOMIC PROCESSES**

Since Flux IFP effectively integrates all process steps from layout definition to production and on to validation, a number of previously necessary interfaces could be eliminated. The time and status-dependent, incremental factsheet production will optimize production processes even further in the future.

Following the conversion to Flux IFP, Credit Suisse needed 25 percent fewer internal resources for factsheet administration and production than previously. The trimmed processes and higher degree of automation effected moreover an internal cost reduction of 30 percent per year, and reduced external costs by 70 percent! Already in the first year, realized savings (ROI) exceeded the entire project costs for conversion.



**FLAWLESS INTEGRATION**

In order to integrate Flux IFP into the system environment at Credit Suisse, appropriate interface modules were developed for connection to the product database, the authorization system and the logging system, and added to the functional scope of Flux IFP by way of configuration.

Flux IFP’s open, plug-in architecture basically makes it possible to add or switch off any functional building block as needed. As a result the standard component for generating PDF-thumbnails could be replaced simply, since an alternative solution was already in use at Credit Suisse – a change in system configuration was all that was required. Within the basic configuration in the Factsheet Function Library, all prevalent basic functionalities that would be necessary for handling, visualization and validation of factsheet data are already available.