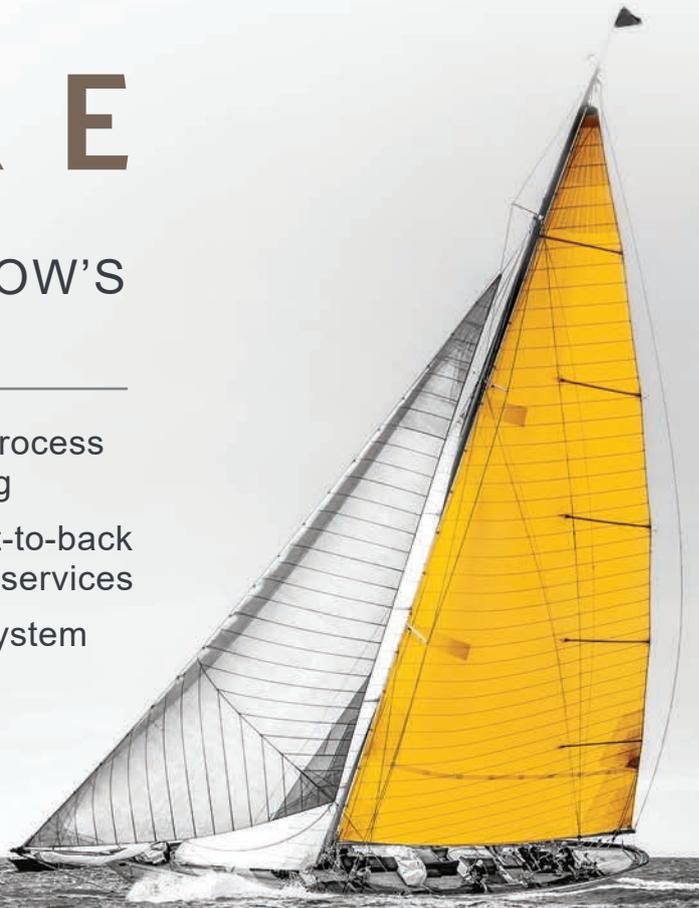


# AZQORE

## PARTNERS FOR TOMORROW'S WEALTH MANAGERS

- In-depth banking expertise
- Leading edge technological approach
- Software as a Service (SaaS)
- Business Process Outsourcing
- Digital front-to-back products & services
- Open ecosystem connected to Fintechs



### Key figures



**+30**

YEARS  
OF EXPERIENCE



**+200**

BILLION AUM  
(15% IN ASIA)



**+750**

EMPLOYEES



**+25**

BANKS

across

**10**

COUNTRIES

AN INTERNATIONAL PRESENCE  
THROUGH OUR OFFICES

■ SWITZERLAND

SINGAPORE ■

# A Strong Focus On Customer-Centric Services



**Stephane Gomis**  
Deputy Chief Executive Officer  
Azqore SA

Based in Switzerland, Azqore is a digital service provider specialised in the outsourcing of information systems and the processing of banking transactions for private banking players. For nearly thirty years, Azqore has been offering Software as a Service (SaaS) innovative solutions to transform, digitise and improve the client experience of private banking players.

Azqore serves today 25 clients in Europe and Asia totaling approximately CHF 200 billion in assets under management with proven experience of numerous migrations. Azqore is a subsidiary of Indosuez Wealth Management (the global wealth management brand of the Crédit Agricole Group and a leader in the field) and Capgemini (a global leader in consulting, technology services and digital transformation). With the support of these two shareholders, Azqore can combine in-depth banking expertise with a leading edge technological approach.

## What was the winning formula of your firm/you that explains why you won?

Our Business Process Outsourcing (BPO) solution provides a customisable and comprehensive set of tools, processes and services to manage all banking operations. The teams of approximately 200 dedicated banking experts operate across two dedicated centers, in Switzerland and Singapore, enabling a follow the sun approach. By being specialised by area of expertise, the back office teams can process each clients' transaction efficiently within an anonymous and highly secured environment.

Regulatory requirements are implemented as they arise, thus offering an integrated, comprehensive and regularly tested environment. Highly automated processes, including RPA automation, combined with proven control architecture, enable teams to achieve top quality and optimal productivity.

Independent audits are performed regularly to acknowledge the robustness of the operational risk management & control framework. These audits comply with ISAE 3000/3402, ISO 9001 and OSPAR (Singapore) standards.

## Please describe how your colleagues made a difference?

With Azqore, the clients benefit from several differentiating factors on the BPO solution:

- **Efficiency:** Processes industrialisation with track record of handling diversified, complex products and processes, which require continual flexibility.
- **High-quality & risk management:** Quality awareness and long-term thinking as well as strong risk culture through strict and tight quality control. Global coordination, aligned processes throughout the operational centers.
- **Excellence and in-house expertise:** We're an incubator for high-potential talents, recognised for their technical excellence, and growing stronger every day in a playground where exciting challenges are our daily bread.

- **Valued partnership:** Direct contact between Azqore's operations team and the client's middle office, working hand-in-hand to facilitate your business growth.

Furthermore, our strong focus on customer-centric services distinguishes us from the rest. We prioritise our clients' unique needs, offering tailored solutions and personalised support. This commitment to understanding clients and going the extra mile to ensure their success makes Azqore a trusted partner in wealth management.

## Where do you see the wealth management industry and your part of it going in the next five years?

Our business has a single purpose: to support tomorrow's private bankers and wealth managers as they adapt to a fast-changing world. With regulatory evolution becoming ever more complex (ESG, cyber security, customer protection, etc.), combined with the increased need for effective digital solutions and the ability to manage properly their data, our customers are looking for constantly evolving IT platforms with a sophisticated user experience.

With its 30 years of experience, Azqore is well positioned to be the go-to partner for private banks and wealth managers, which have a need for digital and operational transformation. By staying at the forefront of digital advancements, we empower our clients to thrive in an increasingly competitive landscape.

