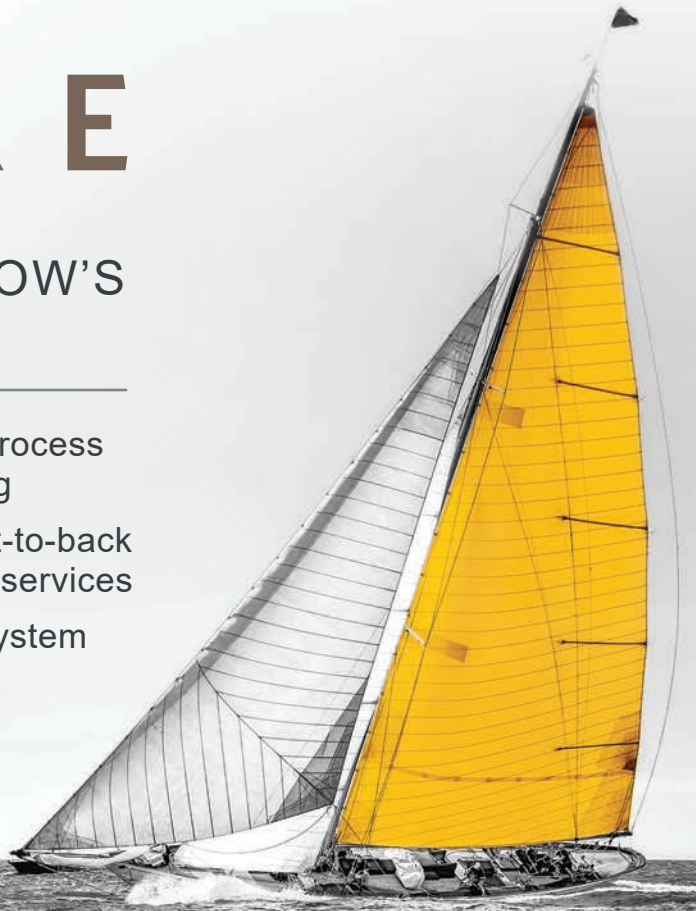


AZQORE

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 Trusted Partner For Wealth Managers



Loretta Teo
Deputy CEO & Head of Operations, Asia
Azqore SA



Headquartered in Switzerland, Azqore is a digital service provider specialised in information systems and banking operations outsourcing for private banks. Azqore offers Software as a Service (SaaS) innovative solutions to transform, digitalise and enhance the client experience of private banks.

Today, with a track record of numerous successful migrations, Azqore serves 25 clients in Europe and Asia. Our platform hosts approximately CHF200 billion in assets under management and our global Operations team put through about 3.83million transactions annually.

Azqore, a subsidiary of Indosuez Wealth Management and Capgemini (a leader in consulting, technology and digital transformation), combines in-depth banking expertise with cutting-edge technology.

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

Our Business Process Outsourcing (BPO) solution provides customisable and comprehensive tools, processes and services to manage banking operations.

The approximately 200-strong team of banking experts, split by area of expertise, processes clients' transactions efficiently within an anonymous and highly secured environment. Operating across two locations – Switzerland and Singapore – allows us to offer a complete follow-the-sun services for clients with global market reach.

Highly automated processes, including RPA, together with proven control architecture, and up-to-date regulatory enhancements provide for an integrated and regularly tested environment, conducive to achieve top quality and optimal productivity.

Regular independent audits, for ISAE 3000/3402, ISO 9001 and OSPAR (Singapore), certify the robustness of our operational risk management & control framework.

What are you going to do to remain competitive and stay ahead?

Consistently high performing, Azqore's BPO operates on 4 pillars:

- **Efficiency** - Industrialised processes capable of handling diversified,

- complex products and processes with agility and flexibility.
 - **High-quality & risk management** - Strong emphasis on quality and risk, based on strict and tight quality control, coupled with long-term vision and globally aligned processes.
 - **Excellence and in-house expertise** - As an incubator of high potential talents, we present opportunities for individual development with exciting challenges.
 - **Valued partnership** - Commitment to facilitate clients' business growth through forging strong relationships with clients' middle office.
- Prioritisation of unique needs, delivering tailored solutions and support demonstrates our commitment to understanding our clients. This particular focus placed on client service excellence sets us apart.

Please describe how your colleagues made a difference?

Our Singapore Operations team has doubled since its setup in 2016. With members hailing from a range of banks, from the big international players to the local banks, the team is diverse, bringing with them a wealth of banking operations experiences. This melting pot of skills and knowledge differentiates Azqore Operations. The ability to "speaking the same language" means we understand client's requirements, needs and concerns, allowing for more meaningful discussions. As such, we play more than just a processing role to them.

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

Our single purpose: to support tomorrow's private bankers and wealth managers in adapting to a fast-changing world. A progressively complex regulatory environment combined with the growing need for dynamic digital solutions and the ability to effectively manage data gave rise to the demand for a constantly evolving IT platform with sophisticated user experience. With 30 years of experience, Azqore is the go-to partner for digital and operational transformation. By being at the forefront of digital advancements, we empower our clients to thrive in an increasingly competitive landscape.