BIAN Service Landscape - V7.0

Reference Data

Party

Party Data Mngmt. **Customer Profile**

External Agency

Information Provider Admin Syndicate Mngmt. Interbank Relationship Mngmt. Correspondent Bank Relationship Mngmt Correspondant Bank Data Mngmt. Sub Custodian Agreement Product Service Agency Product Broker Agreement Contractor/Supplier Agreement

Market Data

Information Provider Operation Market Information Mngmt Financial Market Analysis Financial Market Research **Quant Model** Market Data Switch Admin Market Data Switch Ops Financial Instr. Ref Data Mngmt. Counterparty Administration Public Reference Data Mngmt. Location Data Mngmt.

Product Management

Product Design Product Deployment **Product Training Product Quality Assurance** Discount Pricing Product Directory **Special Pricing Conditions**

Sales & Service

Channel Specific

Branch Location Mngmt. Contact Center Mngmt. Branch Network Mngmt. E-Branch Mngmt. Adv. Voice Services Mngmt ATM Network Mngmt. **Contact Center Operations Branch Location Operations** E-Branch Operations Adv. Voice Services Operat. ATM Network Operations Branch Currency Mngmt. **Branch Currency Distribution** Prod. Inventory Item Mngmt. Prod. Inventory Distribution **Card Terminal Card Terminal Operation**

Cross Channel

Party Authentication Transaction Authorization Point of Service Servicing Event History Servicing Activity Analysis **Contact Routing Contact Dialogue** Interactive Help **Contact Handler** Customer Workbench

Marketing

Business Development Brand Mngmt. Advertising **Promotional Events** Prospect Campaign Mngmt. Prospect Campaign Design Customer Campaign Mngmt. Customer Campaign Design **Customer Surveys**

Prospect Campaign Execution

Party Lifecycle Mngmt. Lead/Opportunity Mngmt. **Customer Campaign Execution Customer Offer** Sales Planning Underwriting **Commission Agreement** Commissions Product Matching **Product Expert Sales Support Product Sales Support** Sales Product

Customer Mngmt.

Customer Relationship Mngmt. Customer Prod./Service Eligibility Corporate Trust Services **Customer Agreement** Sales Product Agreement **Customer Access Entitlement Customer Behavioral Insights Customer Credit Rating Account Recovery** Customer Event History Customer Reference Data Mgm **Customer Precedents Customer Proposition**

Servicing

Servicing Issue Customer Case Mngmt. Case Root Cause Analysis **Customer Case** Card Case Servicing Order Payment Order Servicing Mandate Payment Initiation

Operations & Execution

Product Specific Fulfillment

Loans & Deposits

Loan Leasing **Current Account** Deposit Account Corporate Current Account Consumer Loan Corporate Loan Corporate Deposits Corporate Lease Merchandising Loan Mortgage Loan Fiduciary Agreement Savings Account

Cards

Credit/Charge Card **Card Authorization** Card Capture Card Billing & Payments Merchant Relations Merchant Acquiring Card Network Participant

Consumer Services

Remittance Currency Exchange Bank Drafts & Trvl. Checks **Brokered Product** Consumer Investments Customer Tax Handling Consumer Advisory Services **Trust Services** Service Product

Investment Mngmt.

Investm. Portfolio Planning Investm. Portfolio Analysis Investm. Portfolio Mngmt eTrading Workbench

Wholesale Trading

Trading Book Oversight Trading Models Dealer Workbench Quote Mngmt. Suitability Checking Credit Risk Operations Market Making ECM / DCM **Program Trading** Traded Position Mngmt. Market Order **Market Order Execution**

Market Operations

Mutual Fund Admin.

Hedge Fund Admin. Unit Trust Admin. **Trade Confirmation Matching** Order Allocation Settlement Obligation Mngmt. Securities Dlvry & Receipt Mngmt. Securities Fails Processing Trade/Price Reportg. **Custody Administration Corporate Events** Financial Instrument Valuation

Trade Banking

Bank Guarantee Trade Finance Credit Mngmt. **Credit Facility Project Finance** Limit & Exposure Mngmt. Syndicated Loan Cash Mngmt. & Account Services **Direct Debit Mandate Direct Debit** Cheque Lock Box Factoring

Letter of Credit

Corp. Financing & **Advisory Services**

Corporate Finance M&A Advisory Corp. Tax Advisory Public Offering Private Placement

Cross Product Operations

Payments

Payments Execution Financial Message Analysis Financial Gateway Correspondent Bank Cheque Processing Central Cash Handling **ACH Fulfillment** Card eCommerce Card Clearing

Card Financial Settlement

Collateral Administration

Collateral Allocation Mngmt. Collateral Asset Admin. Collections

Account Mngmt.

Position Keeping **Reward Points Account** Accounts Receivable **Account Reconciliation** Counterparty Risk Position Mngmt. Fraud Detection Transaction Engine **Product Combination Customer Position** Fraud Case

Operational Services

Issued Device Admin Issued Device Tracking Disbursement Open Item Mngmt. Leasing Item Administration Dunning Customer Billing Rewards Points Awards & Red. Channel Activity Analysis **Channel Activity History Card Transaction Switch** Delinquent Account **Card Collections**

Risk & Compliance

Bank Portfolio & Treasury

Corporate Treasury Analysis Corporate Treasury Asset Securitization Asset & Liability Mngmt. Bank Portfolio Analysis **Bank Portfolio Administration** Stock Lending/Repos

Models

Market Risk Models Financial Inst. Valuation Models Gap Analysis Credit Risk Models Liquidity Risk Models **Economic Capital Business Risk Models Customer Behavior Models** Fraud Models Credit/Margin Management **Production Risk Models Operational Risk Models Contribution Models**

Business Analysis

Segment Direction Product Portfolio Customer Portfolio Branch Portfolio Channel Portfolio Competitor Analysis Market Research Market Analysis **Contribution Analysis**

Regulations & Compliance

Guideline Compliance Regulatory Compliance **Compliance Reporting** Regulatory Reporting Fraud/AML Resolution Financial Accounting

Business Support

IT Mngmt.

IT Systems Direction IT Stds & Guidelines **Systems Administration Development Environment** System Development **Production Release** System Deployment Systems Operations Platform Operations Systems Help Desk Systems Assurance **Internal Network Operation**

Non IT & HR

Enterprise Services Legal Compliance **Internal Audit** Security Advisory Security Assurance **Approved Supplier Directory** Procurement Company Billing & Payments **Fixed Asset Register**

Buildings, Equipment and Facilities

Property Portfolio Site Operations Site Administration **Equipment Administration Equipment Maintenance Utilities Administration Building Maintenance**

Business Command & Control

Organization Direction **Business Unit Financial Analysis Business Unit Financial Operations Business Unit Accounting Business Unit Direction Business Unit Management**

Finance

Financial Statements Financial Control Financial Compliance **Enterprise Tax Administration**

Human Resource Mngmt.

Human Resources Direction Employee Assignment Employee Data Management Employee/Contractor Contract Employee Certification Employee Evaluation Employee Payroll and Incentives Travel and Expenses **Employee Access Employee Benefits Workforce Training** Recruitment

Knowledge & IP Mngmt.

Mngmt. Manual Intellectual Property Portfolio Knowledge Exchange

Corporate Relations

Corporate Communications Corporate Alliance/Stakeholder Corporate Relationship Regulatory and Legal Authority **Investor Relations**

Business Direction

Corporate Strategy Corporate Policies **Product & Services Direction Business Architecture** Continuity Planning

Document Mngmt. & Archive

Document Services Archive Services Correspondence

