

Savings Account Monitoring System (SAMS)



Name	APY	
Year Fixed Rate Bond	4.45%	-1.00%
Bonus Plus	4.50%	0.25%
All-Direct Advantage	3.25%	1.74%
Classic Account	1.72%	2.58%
Instant Option	0.92%	-0.05%
Cash ISA	3.55%	-0.25%
Savings	3.75%	

**The market leading software
for compliance officers and
product managers**

The one-stop solution for both marketing and compliance

SAMS was designed to help manage the issues of downgrading but with the broader needs of product and marketing managers in mind. Traditionally, all the information required to manage products is held on a number of different systems and spreadsheets. As a result, a product manager has a number of sources of data they need to access—which can be both time consuming and prone to error.

SAMS brings balances, numbers of accounts, interest rates, profitability forecasts, historic data and competitor information together in one easy to use system. Every user gets to see one consistent view of the product portfolio.

SAMS permits product managers to:

- ◆ Model future interest rate scenarios.
- ◆ Calculate predicted income changes for different products and tiers.
- ◆ Adjust base rates and cost of funds.
- ◆ Change product structures through the addition and deletion of tiers.
- ◆ Change interest rates for all products, a single product or an individual tier.
- ◆ Save multiple models for future use.
- ◆ Print models for discussion and agreement with senior management.
- ◆ Obtain confirmation whether any proposed rate changes would trigger notification under the Banking Code.



A full history of changes is also available. Any user can view the historic interest rates on any product at a given point in time.

It is easy to add new products and change the tier structure of existing products.

The marketing and compliance functions delivered by SAMS make it the preferred tool for product managers, as it provides advanced functions for analysis whilst ensuring compliance with the Banking Code.

Competitor Monitoring

An optional module for SAMS permits instant comparison of your current or proposed product rates with any other marketed savings product.

A real-time feed provides access to the latest product interest rates from Moneyfacts. For each of your products, you can select up to ten competitor products and then can instantly graph the comparisons between them.

It is also possible to select product comparisons at a particular historic date.



Facilitating Adherence to the Banking Code

The 2003 version of the Banking Code was the first that required subscribing banks and building societies to write to their savings account customers, advising them if the interest margins on any tier of their account have been downgraded by 0.5% or more. This requirement was continued in the 2005 revision of the Code.

As a result of the Code, it is now essential that the real margin against base rate is monitored for every tier of every variable rate product. The rules have introduced a concept of reference dates and margins that need to be tracked carefully.

At first glance, this would appear to be relatively simple but, as those organisations that have examined the rules in detail have already discovered, it is highly complex.

Apart from the need to track a large number of different products and tiers, the calculations are further complicated since:

- ◆ The best reference margin over a rolling 12 months must be monitored.
- ◆ A given product can have a number of different reference dates and margins.
- ◆ There are specific situations where reference margins are reset.
- ◆ It is necessary to cope with fixed, nominal, variable and guaranteed interest rates.
- ◆ It is important to recognise the impact of changing the product's tier structure.

Banking Code Standards Board

The BCSB monitors whether banks and building societies are complying with the Banking Code.

During the development of SAMS in 2003, they were consulted and asked to clarify a number of the issues relating to the interpretation of the Banking Code. Since then we have worked closely with them and they have used SAMS to analyse subscriber's data.

We have now developed a system for the BCSB which permits them to track savings product rates and any potential downgrading across the industry. This will require banks and building societies to provide regular updates to the BCSB on the interest rates of all their savings products. For SAMS customers we provide an automated feed to the BCSB to meet this requirement.



Operating Requirements

SAMS is accessed via a standard Internet Explorer browser (IE5.0 and above).

The data which SAMS uses is held on a server which is running Microsoft's SQL Server 2000.

This server is either owned, licensed and operated by the financial institution or, alternatively, the application hosting may be outsourced to us where it will be housed in a secure data centre. For many companies the outsourced option is more cost-effective than establishing the service in-house.

Further technical details are available upon request .

Support and Maintenance

Support and Maintenance for SAMS is available. This provides:

- ◆ Software bug fixes.
- ◆ Enhancements which relate to amendment or subsequent clarification of the current Banking Code process for downgrading notifications.
- ◆ Access to technical support during standard working hours.

Training

Comprehensive user training on SAMS is available for individuals or groups.

Our staff will visit your premises to show all the functions and facilities that SAMS provides.

This hands-on approach will use demonstration data so that scenarios can be planned and implemented without the risk of mistakes being made on your data.



Demonstration and Evaluation

An online demonstration of SAMS showing the look and feel of the application is available. Further information is available at www.e-solutions.uk.com/sams

We can also provide access to a fully functional evaluation version of the software which you can use with your own data to fully appreciate the features that SAMS offers.

About e-Solutions

e-Solutions and Services UK Limited is a niche consultancy and software developer operating primarily within the financial services sector.

Apart from the development of bespoke solutions such as SAMS, we also address compliance requirements through the provision of secure messaging and email archiving capabilities. Our consultancy services include:

- ◆ Strategy development and planning covering business, operations and IT
- ◆ Development of business and technical "vision".
- ◆ Programme and project management.
- ◆ e-commerce and channel strategy development and optimisation.
- ◆ IT planning, sourcing and architectures.

Further information Please contact us for more detailed information on our range of email management solutions and how they can be tailored to meet your specific business requirements.

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