Open Day 2016
Customer Technical Support – organisation behind the scenes II

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Who we are

Customer

Technical Key Account Management
Service Support & Consulting
(known as CTS)

Service Desk

Request management
Incident management
Quality assurance and knowledge management
Cash and derivatives advanced support and analysis

Frankfurt/Main
Chicago
Prague
How to reach us

Phone: VIP number
Each member has a dedicated TKAM\(^1\) contact with an assigned VIP phone number

Ticket
Individual tickets (incidents) can be opened in the Member Portal as incident or information request

E-mail
24/5 monitored mailbox cts@deutsche-boerse.com

Multiple communication channels
- Phone and video conferences
- Customer visits
- „Stammtisch“ events
- IT Open Day

1) TKAM = Technical Key Account Management
Our support

Support for our exchange customers

- One face to the customer (first point of contact for technical queries)
- Supporting both clearing and non-clearing members, software vendors and infrastructure service providers
- Main platforms supported are Eurex, Eurex Clearing, Xetra and Eurex Repo
- Consulting on infrastructure changes and release introductions
- Covering technical support for both exchange-native GUIs and multiple exchange APIs
- Consulting customers on latency and optimisation projects
Emergency resources – system availability

Market status Indicator
- Red
- Yellow
- Green

Eurex announces T7 roadmap for 2017 & MiFID II/MiFIR release
To support our clients during their preparation for MiFID/MiFIR, we’ve already announced the T7 releases for 2017.

Deutsche Börse Group
Emergency resources – system availability
Emergency resources - Production newsboard
Collection of customer feedback

Post release survey
- Online
- Evaluation of support, roll-out, software releases
- Personalised results

Post contact (CATI)
- Sample of 250 CTS contacts
- Every quarter
- Anonymous results
- Independent institute

Customer visits
- Regular visits of business partners
- Roadmap presentation
- Face-to-face communication

Customer events
- IT Open Day since 2008
- Roadshow presentations and workshops
- „Stammtisch“ events in major business hubs
Requests for improvement

- **Time**: Requests have to be answered directly and on expert level.
- **Quality**: Reaction time and quality of solutions and answers are of key importance.
- **Direct feedback**: Solutions
- **Competence**: Resolution has to be advised with complete and precise information.
- **Detailed information**:
## Main future topics

<table>
<thead>
<tr>
<th>Platform</th>
<th>2016</th>
<th>2017</th>
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</thead>
<tbody>
<tr>
<td>Eurex T7®</td>
<td>4.0</td>
<td>5.0/6.0</td>
</tr>
<tr>
<td>Eurex Clearing C7®</td>
<td>3.1</td>
<td>4.0</td>
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<td>Xetra</td>
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<td>5.0/6.0</td>
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<tr>
<td>Eurex Repo F7®</td>
<td>2.2</td>
<td>2.3/2.4/2.5</td>
</tr>
</tbody>
</table>
Vision

Continuous improvement of support quality

Constant enhancement of IT expertise

Optimising internal cooperation

Strengthen customer relationship
Information resources and contacts

Eurex Exchange T7® technical documentation
www.eurexchange.com > Technology > Eurex Exchange’s T7 > System documentation > Release 3.0 / 4.0

Eurex Exchange T7 high-requency trading documentation
www.eurexchange.com > Technology > High-frequency trading > Insights into trading system dynamics / HFT relevant Circulars

Eurex Clearing technical documentation
www.eurexclearing.com > Technology > Eurex Clearing’s C7 > System documentation > Release 3.1

Xetra® technical documentation
member.deutsche-boerse.com (please log in) > Cash Market Resources > Documentation > Xetra 16

Eurex Repo® F7® technical documentation
www.eurexrepo.com > Trading System F7 > Connectivity > Eurex Repo F7 Connectivity Guide
member.eurexrepo.com (please log in) > Repo Resources > Trading System F7 > System Documentation > Release 2.1 / 2.2
Information resources and contacts

Market Supervision Eurex

Eurex T7® Market Supervision
- Queries about Eurex Trading topics
- Phone +49-(0) 69-2 11-1 12 10
- E-mail eurextrading@eurexchange.com

Clearing Supervision
- Queries about collateral management exercise and assignment notification and allocation
- Phone +49-(0) 69-2 11-12 50
- E-mail clearing@eurexclearing.com

Securities clearing helpdesk
- Queries about equity delivery management
- Phone +49-(0) 69-2 11-19 40
- E-mail ccp@eurexclearing.com

Risk hotline
- Queries about margining risk reports
- Phone + 49-(0) 69-2 11-1 24 52
- E-mail risk@eurexclearing.com
Information resources and contacts

Market Supervision Xetra

Xetra
- Phone +49-(0) 69-2 11-1 14 00
- E-mail xetrahelppdesk@deutsche-boerse.com

Xetra Frankfurt FFM2
- Phone +49-(0) 69-2 11-1 10 50
- E-mail xetrahelppdesk@deutsche-boerse.com

Functional support Eurex Repo®
- Administration and operation, queries about user IDs and trading
- Phone +41-(0) 43 430 72 20
- E-mail funchelp@eurexrepo.com

Clearing Data Control
- Queries regarding creation, modification and deletion of user IDs for trading and clearing systems
- Phone +49-(0) 69-2 11-1 24 53
- E-mail clearingdata@eurexclearing.com
Thank you for your attention.

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