



# Open Day 2016

Customer Technical Support – organisation behind the scenes II

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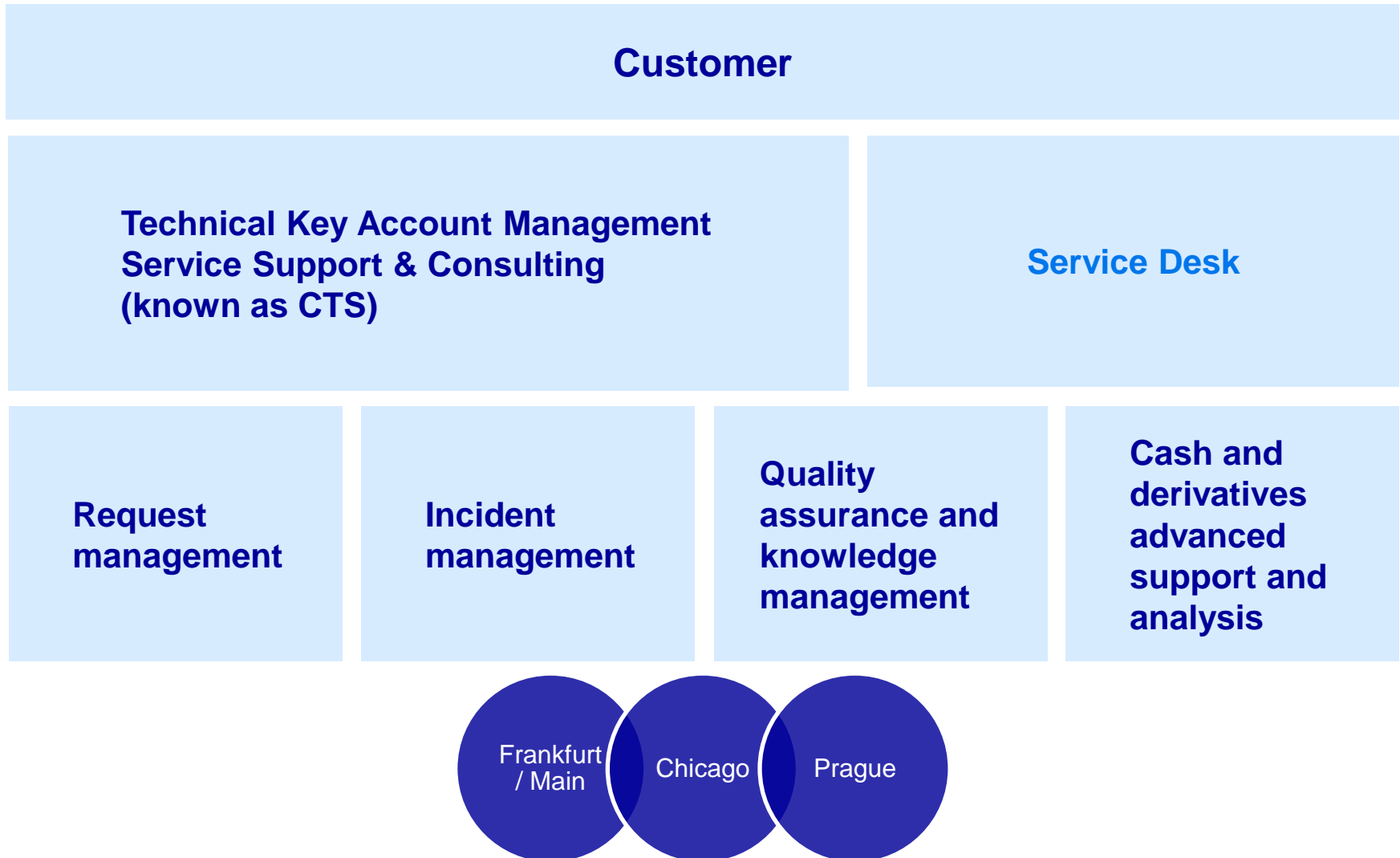
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# Who we are



## How to reach us

### Phone: VIP number

Each member has a dedicated TKAM<sup>1)</sup> 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](mailto: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

Market Status 12:05:48 PM CET  
XEUR 26 Sep 2016

→ Production newsboard

The screenshot shows the Eurex website interface. At the top left is the Eurex logo. A navigation bar contains links for Products, Trading, Market data, Technology, Education, Resources, About us, Contacts, and Language. A large green banner in the center contains the text: "Eurex announces T7 roadmap for 2017 & MiFID II/MiFIR release". Below this banner is a video player with a red arrow pointing to a small market status indicator. At the bottom of the page, there are links for Focus, Circulars, and Press releases. A small market status indicator is also visible in the bottom right corner, which is highlighted with a red box.



# Emergency resources – system availability

The screenshot displays the XETRA website interface. At the top left is the XETRA logo. The top right navigation bar includes links for Cash Market, Börse Frankfurt, Contact, Member Section, Rules & Regulations, and Sprachversion. Below this, the date and time are shown as 26 September 2016 15:21:28 PM CEST. A secondary navigation bar contains Instruments, Trading, Clearing & Settlement, Technology, and Newsroom, along with search options for Navigator, Text, and Price. The main content area features a large image of a hand adjusting a switch on a server rack. To the right of the image is a news article titled "MiFID / MiFIR: new requirements for Xetra trading participants" with a sub-headline "Fundamentally changes for the European securities market." A red arrow points from the article text to a green market status widget in the bottom right corner. The widget displays "Market Status" at "03:21:51 PM CET" and "XETR" on "26 Sep 2016". Below the widget is a "Xetra Newsboard" section with links for Circulars, Focus, and Press releases, and an RSS Feed icon. A "Nav" button is also visible.

# Emergency resources - Production newsboard

The screenshot shows the 'Production Newsboard' section of the Eurex website. The header includes the Eurex logo and navigation tabs for Products, Trading, Market data, Technology, Education, and Resources. The main content area features a search bar, filters for 'date descending' and '25' items, and a list of news items. A left sidebar contains a navigation menu with options like 'Trading calendar', 'Production Newsboard', 'Market-Making Futures', etc. Social media icons for Twitter, LinkedIn, and YouTube are visible at the bottom left.

**Eurex System**    Eurex Clearing (CCP)    EmergencyContacts

## Eurex System

Search term:

Date from:     Date to:     Search    Reset

date descending    25    < 1 | 2 | 3 | 4 | 5 ... | 2733 >

26 Sep 2016 10:20 AM CEST	FAST_MARKET LXS
26 Sep 2016 07:44 AM CEST	INSTRUMENT_SUSPENSION PD23
26 Sep 2016 07:44 AM CEST	INSTRUMENT_SUSPENSION P723
26 Sep 2016 07:44 AM CEST	INSTRUMENT_SUSPENSION FU23
26 Sep 2016 07:43 AM CEST	INSTRUMENT_SUSPENSION FP23

Eurex Group on

[Twitter](#)    [LinkedIn](#)    [YouTube](#)



# 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

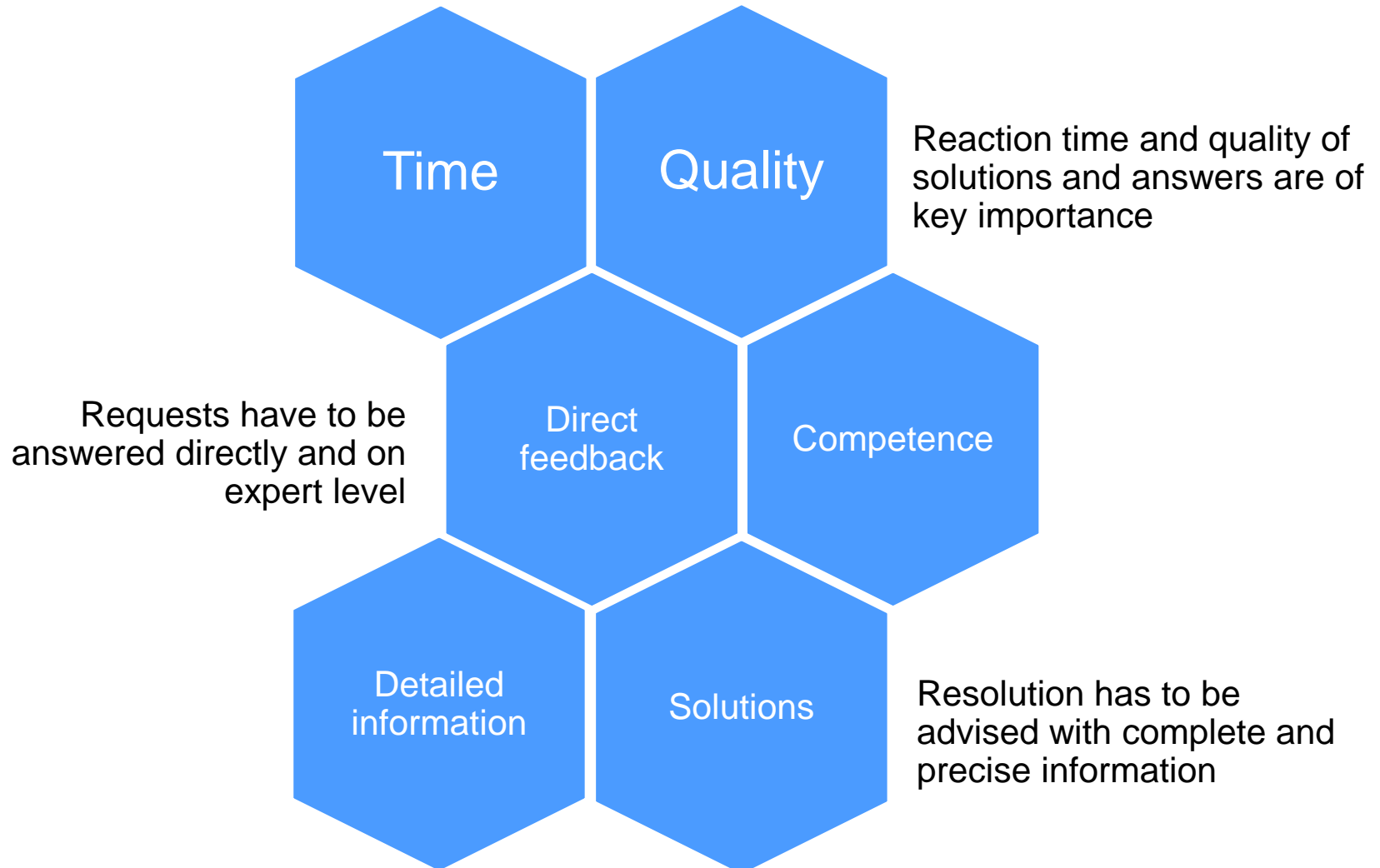
## Customer visits

- 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



## Main future topics

Platform	2016	2017
Eurex T7 <sup>®</sup>	4.0	5.0/6.0
Eurex Clearing C7 <sup>®</sup>	3.1	4.0
Xetra		5.0/6.0
Eurex Repo F7 <sup>®</sup>	2.2	2.3/2.4/2.5

# Vision

Continuous improvement of  
support quality

Constant enhancement of  
IT expertise

Optimising internal  
cooperation

Strengthen customer  
relationship

## Information resources and contacts

### Eurex Exchange T7<sup>®</sup> technical documentation

[www.eurexchange.com](http://www.eurexchange.com) > Technology > Eurex Exchange's T7 > System documentation > Release 3.0 / 4.0

### Eurex Exchange T7 high-frequency trading documentation

[www.eurexchange.com](http://www.eurexchange.com) > Technology > High-frequency trading > Insights into trading system dynamics / HFT relevant Circulars

### Eurex Clearing technical documentation

[www.eurexclearing.com](http://www.eurexclearing.com) > Technology > Eurex Clearing's C7 > System documentation > Release 3.1

### Xetra<sup>®</sup> technical documentation

[member.deutsche-boerse.com](http://member.deutsche-boerse.com) (please log in) > Cash Market Resources > Documentation > Xetra 16

### Eurex Repo<sup>®</sup> F7<sup>®</sup> technical documentation

[www.eurexrepo.com](http://www.eurexrepo.com) > Trading System F7 > Connectivity > Eurex Repo F7 Connectivity Guide  
[member.eurexrepo.com](http://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<sup>®</sup> Market Supervision

- Queries about Eurex Trading topics
- Phone +49-(0) 69-2 11-1 12 10
- E-mail [eurextrading@eurexchange.com](mailto:eurextrading@eurexchange.com)

#### Clearing Supervision

- Queries about collateral management exercise and assignement notification and allocation
- Phone +49-(0) 69-2 11-12 50
- E-mail [clearing@eurexclearing.com](mailto:clearing@eurexclearing.com)

#### Securities clearing helpdesk

- Queries about equity delivery management
- Phone +49-(0) 69-2 11-19 40
- E-mail [ccp@eurexclearing.com](mailto:ccp@eurexclearing.com)

#### Risk hotline

- Queries about margining risk reports
- Phone + 49-(0) 69-2 11-1 24 52
- E-mail [risk@eurexclearing.com](mailto:risk@eurexclearing.com)

# Information resources and contacts

## Market Supervision Xetra

### Xetra

- Phone +49-(0) 69-2 11-1 14 00
- E-mail [xetrahelpdesk@deutsche-boerse.com](mailto:xetrahelpdesk@deutsche-boerse.com)

### Xetra Frankfurt FFM2

- Phone +49-(0) 69-2 11-1 10 50
- E-mail [xetrahelpdesk@deutsche-boerse.com](mailto:xetrahelpdesk@deutsche-boerse.com)

## Functional support Eurex Repo<sup>®</sup>

- Administration and operation, queries about user IDs and trading
- Phone +41-(0) 43 430 72 20
- E-mail [funchelp@eurexrepo.com](mailto: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](mailto:clearingdata@eurexclearing.com)





Thank you for your attention.

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