



Open Day 2019

Customer Technical Support

Katarina Zmijanović

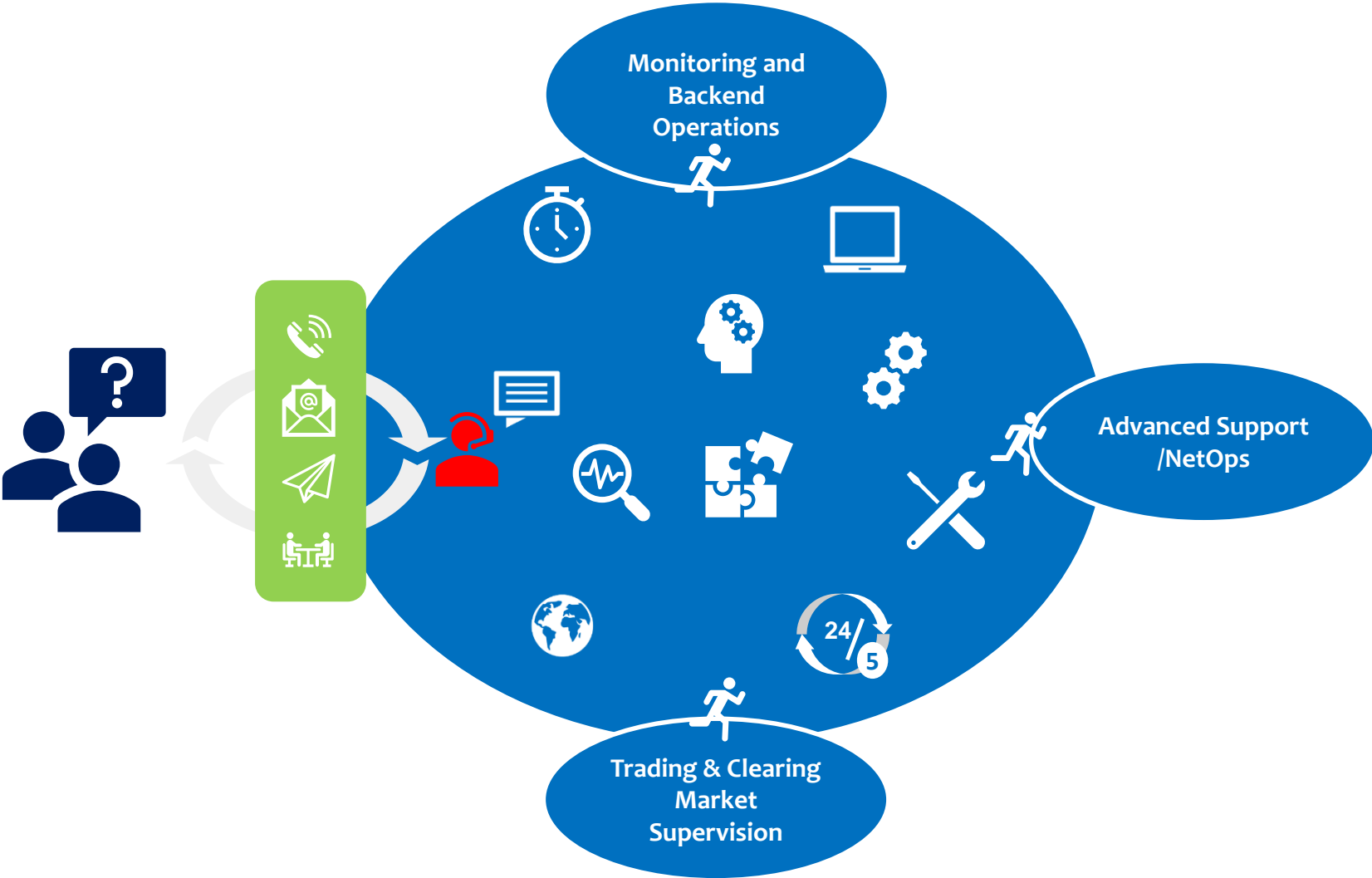
26 September 2019



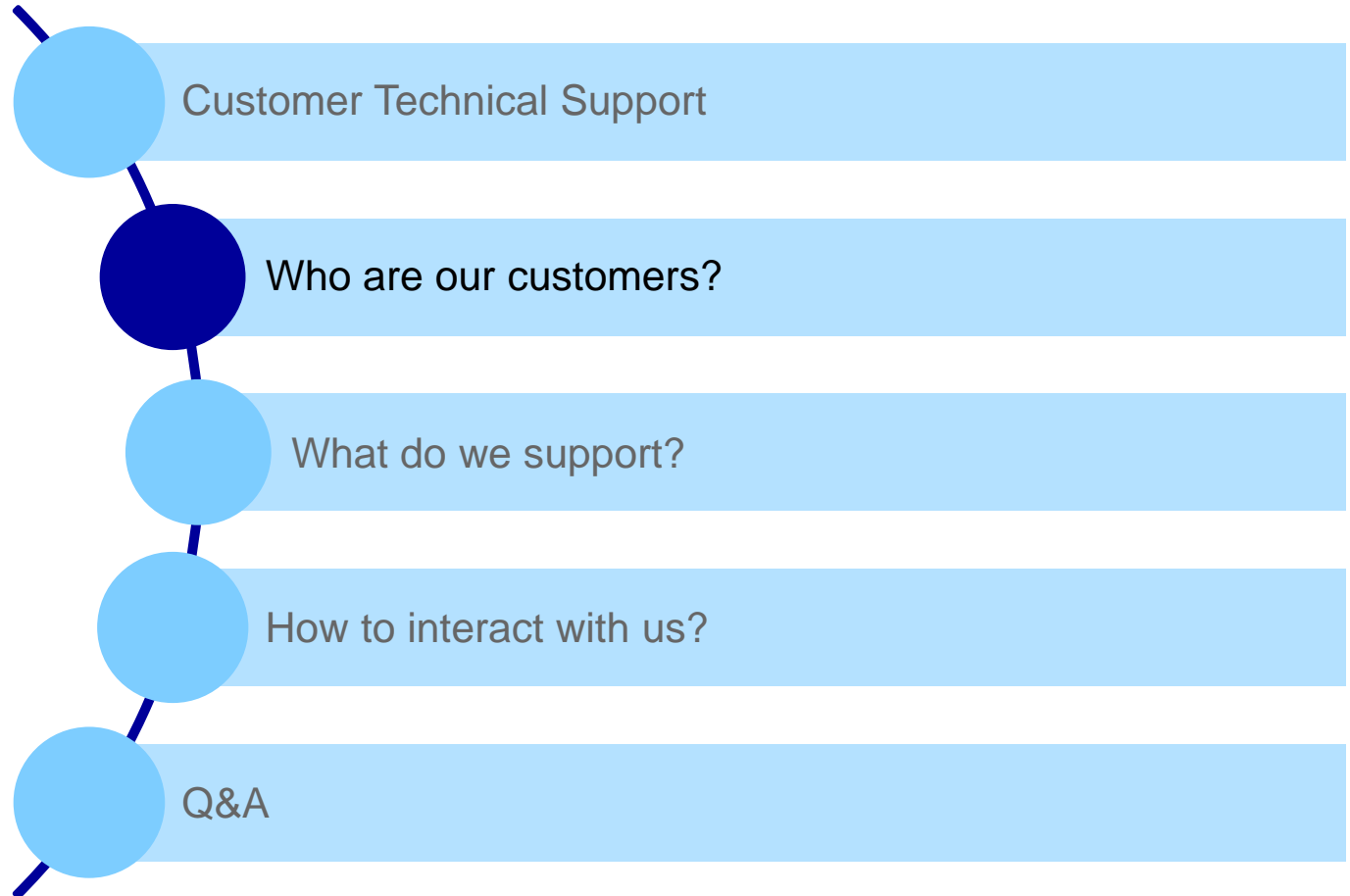
Agenda



Customer Technical Support



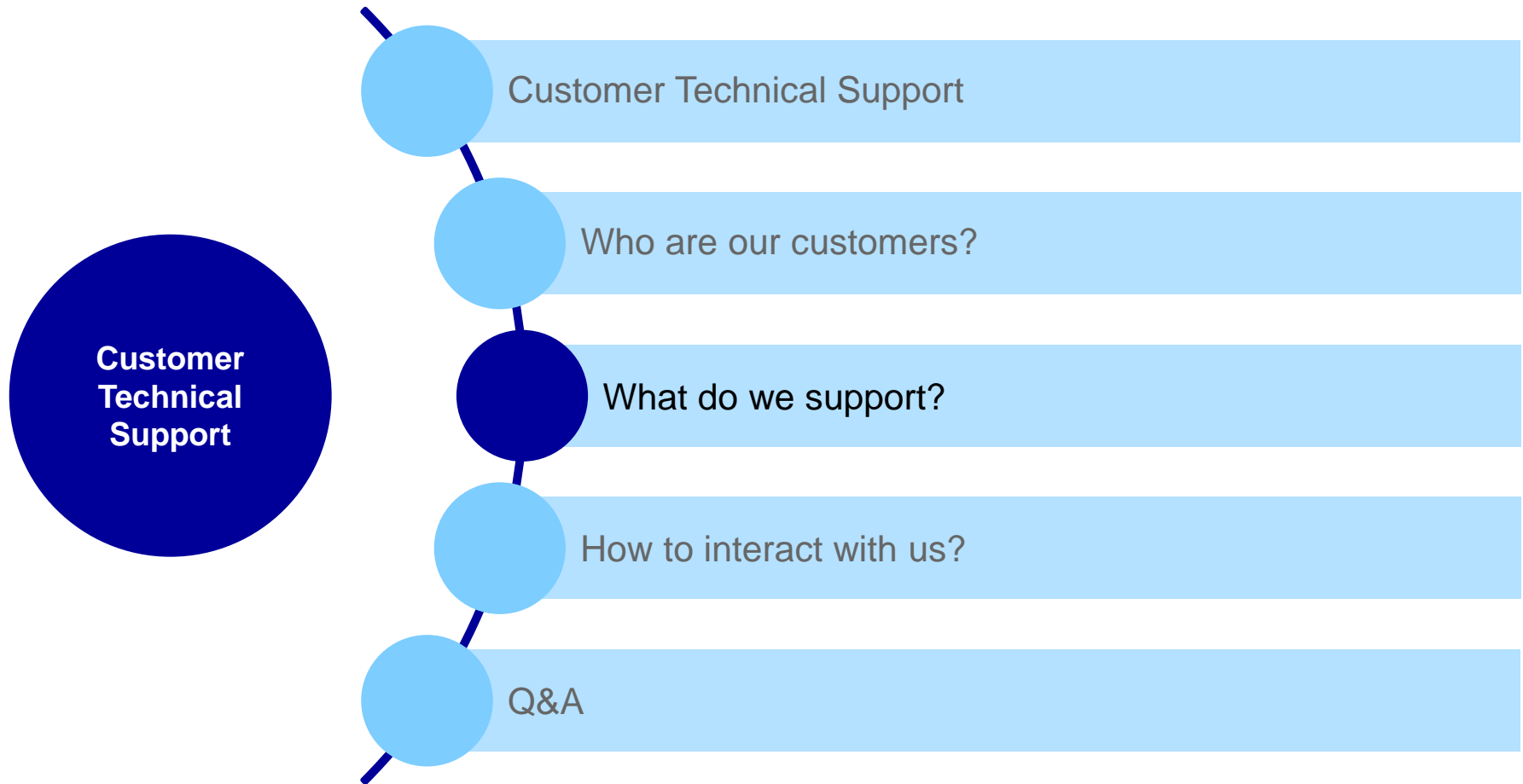
Agenda



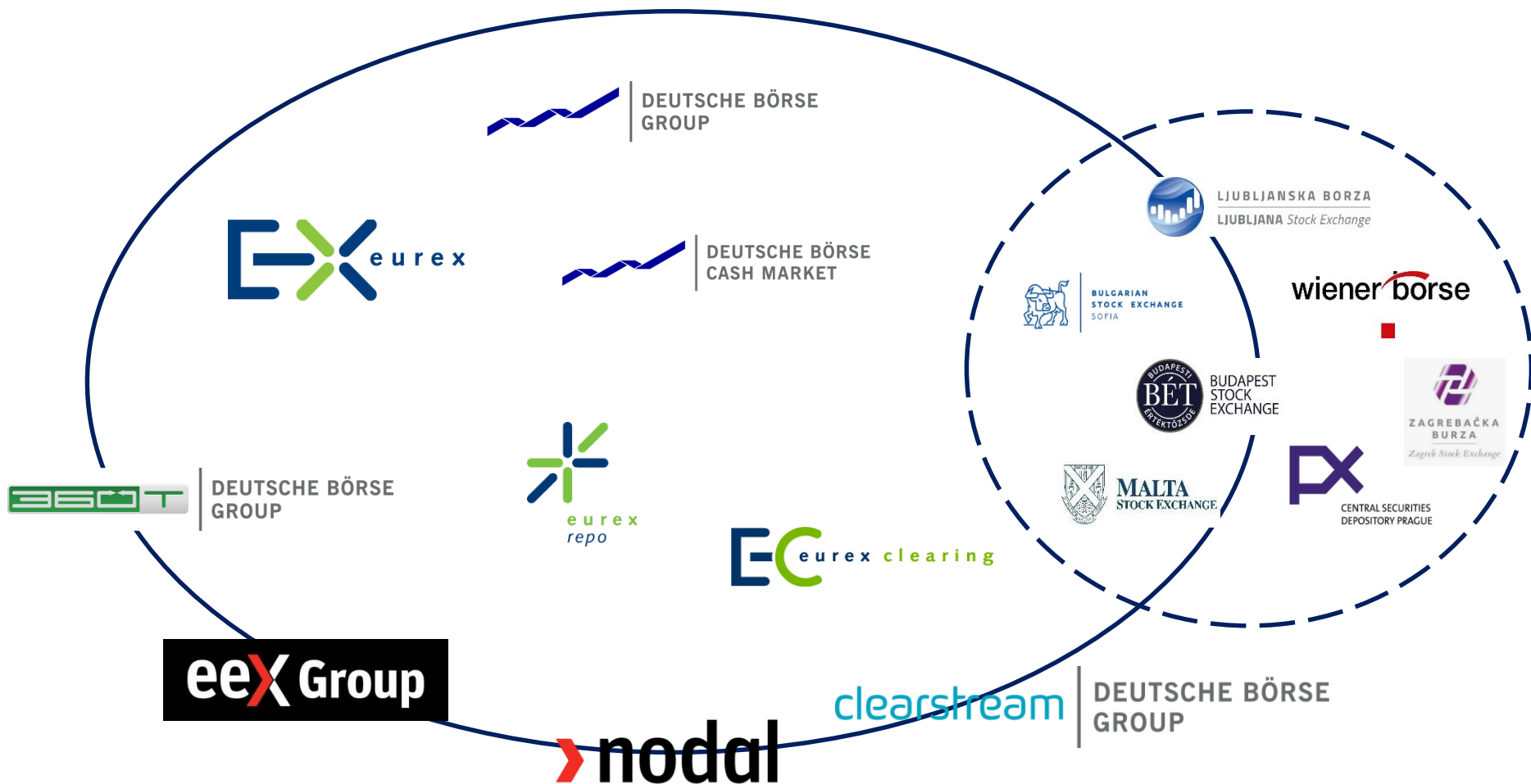
Who are our customers?



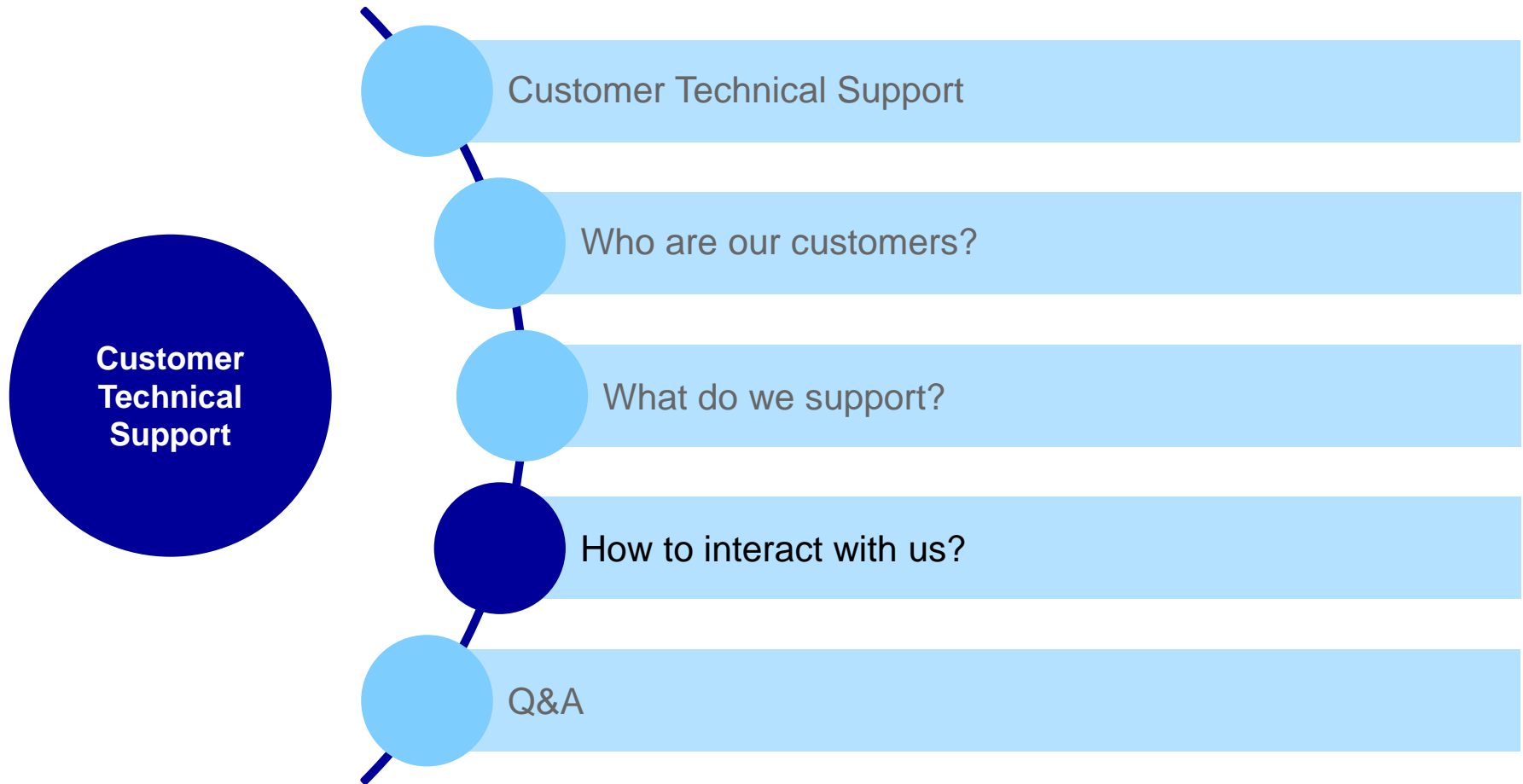
Agenda



What do we support



Agenda



How to interact with us?



- Phone
- Email
- Customer visits
- Stammtisch events in various locations
- Regular surveys
- IT Open Day in the Cube



cts@deutsche-boerse.com

How to interact with us?

Phone: VIP number

Call your Technical Account Manager with an assigned VIP phone number



Technical
Connection

Admissions &
User IDs

Invoices &
Fee Reports

Eurex
Resources

Eurex Group Contacts

Hotlines

Key Account Manager

Your internal contacts

Central Coordinators
and Deputies

Admission
Administrators

User ID Maintainers

Technical User
Administrators

Trading & Clearing
Contacts

Compliance Contacts

Regulatory Contacts

Release Contacts

Technical Contacts

Nominated Persons

Your Key Account Managers

Your customer contact for	Title	Firstname	Lastname	Phone	E-mail
KAM Clearstream	Mr				
Technical Key Account Manager	Ms	Katarina	Zmijanovic	+49 69211- [REDACTED]	cts@deutsche-boerse.com

How to interact with us?

Ticket

Individual tickets (incidents) can be opened in the Member Portal as incident or information request: member.deutsche-boerse.com

Eurex

Technical Connection | Admissions & User IDs | Invoices & Fee Reports | Eurex Resources

Technical Connection
Membership
Incident Tickets
Requests & Configuration
Monitors and Statistics
Connection Monitors
Roundtrip Statistics Values
Roundtrip Statistics
TCP/IP Roundtrip Statistics
Realtime Backend Event Log
X-Chart
Special Monitors

Overview | New Ticket

New Ticket

Customer Information

Customer:

Incident
 Information / Consulting Request

Contact Information

Name: *

Phone: +49 69 211-

Email: @deutsche-boerse.com

Email @deutsche-boerse.com

Inform me about updates to this ticket.

How to interact with us?

Details

Title: *	<input type="text" value="New FIXML account"/>
Description: *	<p>A detailed problem description is greatly appreciated. Here are some questions to guide your thinking. Feel free to replace any portion of this text with your own.</p> <ul style="list-style-type: none">* Describe what is happening vs. what should have happened.* When did the incident first occur? Is it still ongoing? What time zone?* Which sessions/MISSs/interfaces (logical ID/IP addresses) are affected?* Describe the scope of the issue (who's affected and where)* Has anything been changed?* Order numbers of affected orders?* Sequence numbers of relevant market data messages
Urgency:	<input type="text" value="Medium"/>
Environment:	<input type="text" value="Production"/>

How to interact with us?

Business Area, Business ID and Service

Service: ▼

Business Area: ▼

Business ID: ▼

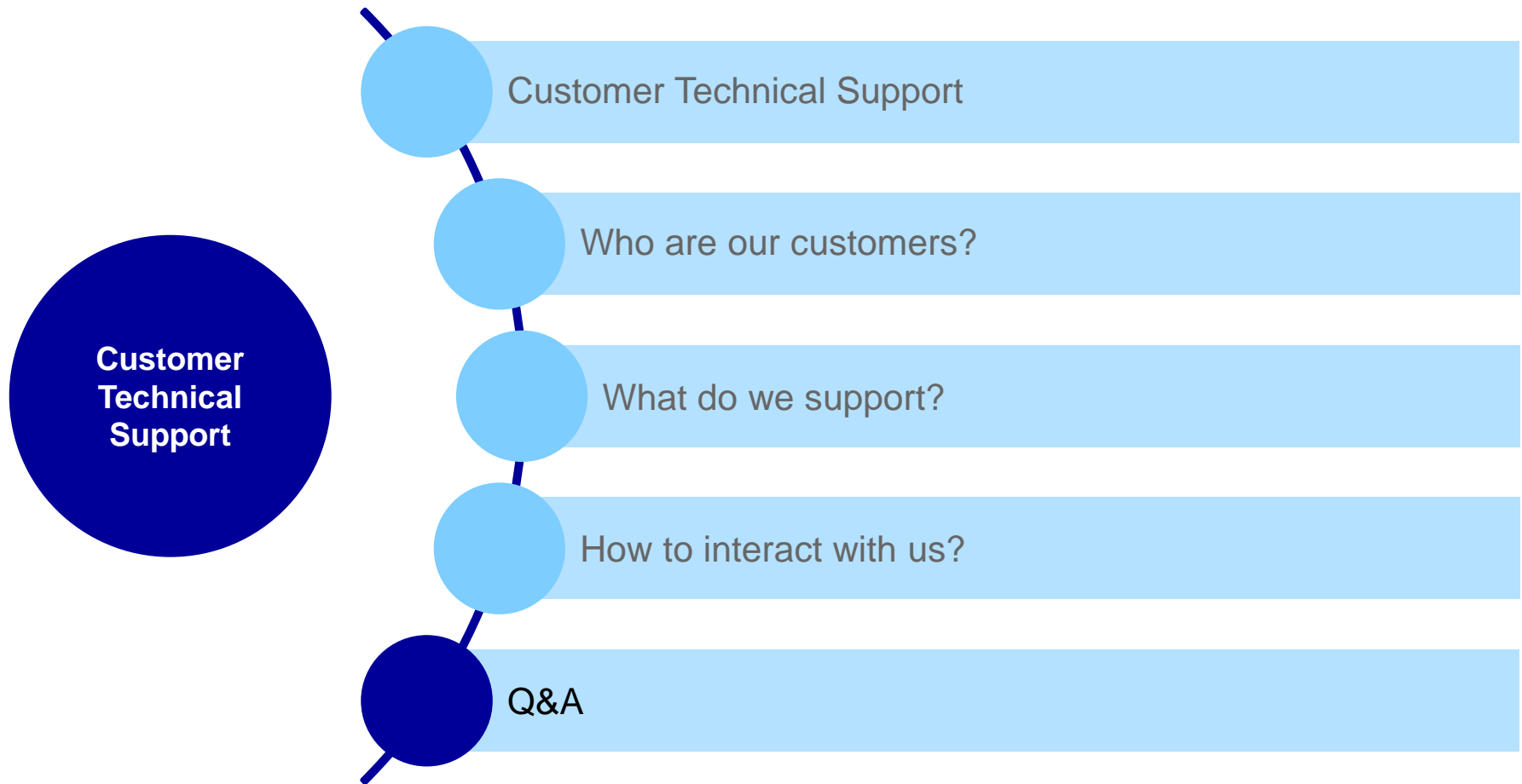
Attachments

Please be aware that data uploads of more than 100 MB are not possible.

Description:

Filename	Description	
all the logs.txt	I heard CTS loves log files	<input type="button" value="Delete"/>

Agenda





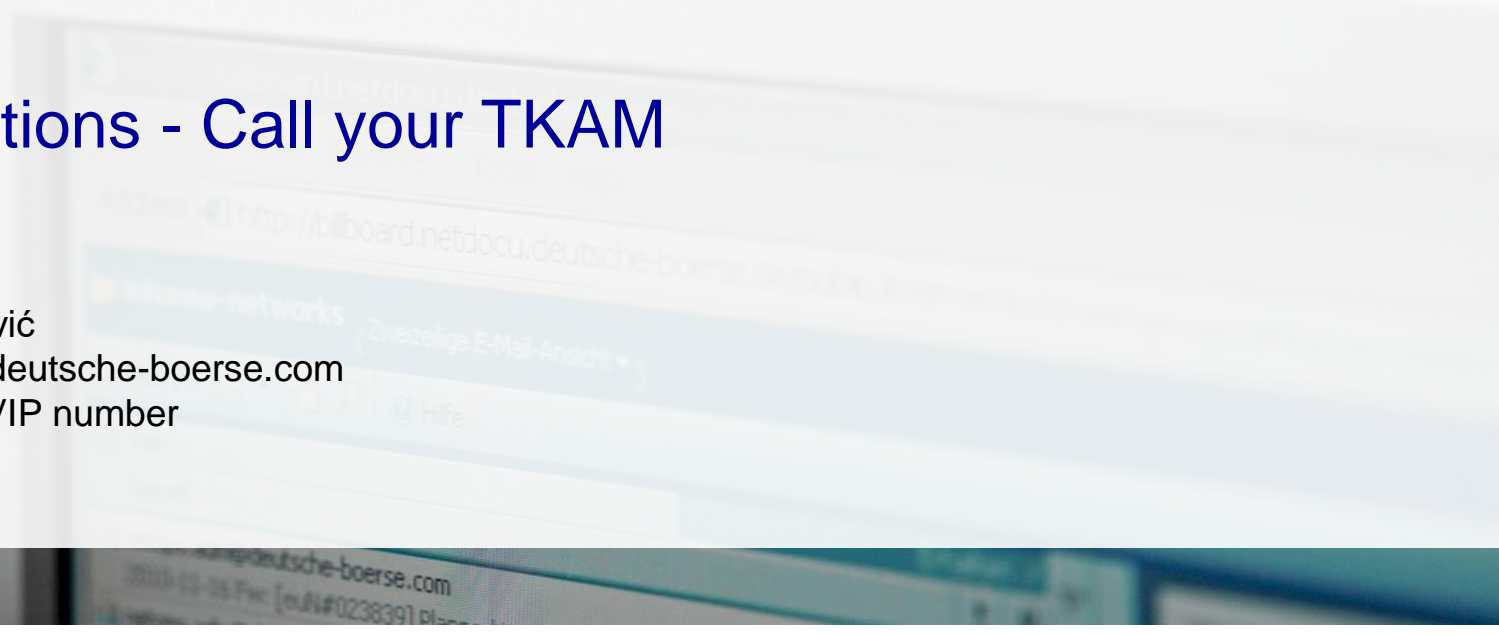
Any Questions - Call your TKAM

Contact

Katarina Zmijanović

E-mail cts@deutsche-boerse.com

Phone your VIP number





Disclaimer

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Useful contacts (1/2)

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 (CCP)

- 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

OTC Clear hotline

- Queries about OTC Clearing
- Phone + 49-(0) 69-2 11-1 28 28
- E-mail otcclear@eurexclearing.com

Useful contacts (2/2)

Xetra Market Supervision

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

Börse Frankfurt Market Supervision

- Phone +49-(0) 69-2 11-1 10 50
- E-mail xetrahelpdesk@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

Resources (1/2)

Eurex Exchange T7 technical documentation

www.eurexchange.com > Technology > T7 trading architecture > System documentation > Release 8.0

Eurex Exchange T7 high-frequency trading documentation

www.eurexchange.com > Technology > High-frequency trading > Insights into trading system dynamics / HFT relevant Circulars

Eurex Clearing C7 technical documentation

www.eurexclearing.com > Technology > Eurex Clearing's C7 > System documentation

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 3.2

Resources (2/2)

[Xetra T7 technical documentation](#)

www.xetra.com > Technology > T7 trading architecture > System documentation > Release 8.0

[Xetra technical documentation](#)

member.deutsche-boerse.com (please log in) > Cash Market Resources > Documentation > Xetra 17.0