



## Amicorp BPO Services

Amicorp Business Process Outsourcing (BPO) Services is the outsourcing department of the Amicorp Group, and provider of a broad spectrum of business solutions in Trust & company management back-office services, finance & accounting (F&A) services, investment portfolio administration services, compliance services and Information Technology (IT) services. These business solutions are related to the outsourcing of business processes (BPO) and knowledge processes (KPO), and are tailor-made to fit each client's specific requirements.

Amicorp Group, ("Amicorp") has been providing clients with specialized financial services worldwide since 1992 and has a global team of professionals comprising of close to 500 specialists in offices located in more than 20 countries.

### Amicorp's Commitment

- Timely Delivery of Quality Solutions;
- A secure, well established infrastructure;
- A strong customer-centered service philosophy;
- Contact with multilingual professionals worldwide 24/7;
- A transparent and seamless service model;
- State-of-the-art high-speed network portal connection;
- Simple, clear and reliable price plan; and
- Amicorp BPO offerings, committed to excellence.

*Amicorp is an ISO 9001: 2000 Certified Company*

### Services & Solutions - BPO

#### IT services

Following high quality service standards and providing top information security are important when outsourcing processes to a third party. This is particularly the case when outsourced processes concern sensitive company information.

Amicorp's roots are founded in the trust and fiduciary services industry. Top information security and confidentiality are fundamental elements in this industry. Our expertise in information security is greatly valued by our clients, providing them with confidence that their data and processes are carried out in highly secure environments, mitigating security risks.

Amicorp provides server software hosting and server collocation in its Hosting Center located in Geneva, Switzerland. These services allow clients to store their data and equipment in an ultra safe and confidential environment, with access 24/7. Amicorp manages the hosted systems and ensures that they are securely accessible from anywhere in the world by authorized users only.



Amicorp offers a wide range of IT services, these including:

- Server hosting and collocation;
- Design, installation and configuration services for network, servers, applications;
- Remote infrastructure management:
  - Server support services
  - Desktop support services
  - LAN / WAN management services
  - Messaging and collaborative services
  - Application Support Service
- IT service continuity planning;
- Website design & management services; and
- IT Software development services

## **F&A Services**

### **Transaction Processing**

- Accounts Payable - including vendor reconciliations
- Accounts Receivable - including cash applications, billing, and collections
- Travel & Entertainment (T&E)
- Cost & Inventory Accounting

### **Administrative**

- Vendor Master Management
- Customer Master Management

### **General Ledger Accounting**

- Journal Entry Processing
- General Ledger Close
- Account Reconciliations
- Inter-company accounting
- Fixed Assets accounting

### **Treasury**

- Cash Management
- Treasury Reporting
- Bank Account Reconciliations

### **External Reporting**

- Trial Balance
- Consolidated Financial Reporting
- Statutory Reporting

### **Management Reporting**

- Variance analysis - budget vs actuals
- Financial statements
- Management Reports



## Services & Solutions - KPO

### Trust & Company Management Back-office Services

Amicorp provides a combination of back-office services to support Trust providers in their day-to-day operations. These services are rendered at two levels:

- Client level (you): Supporting services for Internal Administration, Management Reporting, Time Registration, and Billing & Collection.
- Customer level (your client): Supporting services related to Compliance, Government Filing, Accounting & Tax, and Legal work.

For those jurisdictions where client data confidentiality is a concern, Amicorp offers a client-end scanning & software solution that allows our clients to provide their data to us in a format whereby all sensitive data is encoded, providing full confidentiality of the data to be processed.

### Compliance Services

The Amicorp Compliance Portal is an integrated service that provides an efficient and comprehensive background check and identity verification of our client's (potential) customers. Our service lightens our client's compliance burden and at the same time increases their level of risk management through a quality, efficient and cost-effective solution. This leaves our clients free to concentrate on their core business.

The Amicorp Compliance Portal is useful for law firms, financial institutions, trust companies, banks and insurance companies, and any other organizations that require compliance information on their customers.

### Investment Portfolio Administration Services

Amicorp's Investment Portfolio Administration provides Investment Managers, Private Bankers and High Net Worth Individuals with the service of consolidating investment statements. The investor obtains clear reports on the total value of their portfolio. The reports contain valuable information on the distribution of their portfolio across different banks, investment institutions, markets, currencies, and investment vehicles.

The service includes data input, statement reconciliation, update of positions through a live independent pricing feed, maintenance of all transactions and positions in an information system and reporting "a la carte". Reports can be generated as per the client's requirements or preferences.

Reports are made available to the investment manager and/or investor online. They can be downloaded as PDF files and all current portfolio summaries can be viewed as well.

The main reporting options include performance reports with:

- Historical performance graphs;
- Graphs showing change in portfolio value over time;
- Performance per Industry sector;
- Performance per Bank; and
- Performance per Investment type.



## Why Amicorp?

### Continuous Process Improvements

Amicorp's teams of qualified professionals continuously pursue methods to streamline each business process to make it more efficient, to strengthen internal controls and enhance the benefits of Amicorp's BPO Service thereby helping clients save money.

### Infrastructure and Technology platforms

Amicorp deploys a state-of-the-art IT infrastructure and cutting edge technology platforms. We provide our clients with a ready-to-use shared services center which can be charged on a per-seat or per-transaction basis, resulting in savings in costly capital investments, facilities, technology and infrastructures.

### Effectively protecting your Information

Our extensive experience as an international financial services provider and resulting commitment to client data confidentiality makes us your partner of choice for outsourcing. All Amicorp's client data are kept in our highly secure hosting center in Geneva, Switzerland, a jurisdiction that has been selected specifically for its internationally renowned, highly developed standards of data confidentiality and protection, and access to this data is subject to multiple restriction levels.

In our standard BPO services provision set-up, all data input/output is accessed and communicated through a secure network connection between Amicorp and the client. Our IT department can cater for the technical set-up that suits your requirements best and provides the desired level of comfort.

### Access to the Latest Technology

Our technology division includes IT experts up to date on the latest market technologies. We make it our business to keep abreast of the latest technological developments that can help our clients, and that allow us to better manage customer interactions. Amicorp has developed selected partnerships with top IT solutions and leading software companies.

### Our IT Partnerships

Our IT partnerships and distribution alliances include HP, IBM, Cisco, 3Com, Ricoh, Microsoft, VMware and Citrix.

For more information:

[www.amicorp-bpo.com](http://www.amicorp-bpo.com)

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