

# External Communication



Research Enabling Solutions

For immediate release

## Yuanta Core Pacific selects ANALEC's ClientManager™ suite for its client service management needs

Date: 10<sup>th</sup> May 2007

Yuanta Core Pacific Securities, Taiwan's leading securities house, announced its decision to go with ANALEC's ClientManager™ suite to integrate its client servicing function. ClientManager™ brings together vital aspects of the sales & trading and research business onto one common platform when it comes to client servicing and management. The deployment of ClientManager™ is expected to raise the effectiveness of Yuanta's client servicing function as well as introduce transparency and pro-activeness in managerial decision-making within the brokerage business. ANALEC will work closely with Yuanta to integrate its telephony and settlements system with the ClientManager™ suite to facilitate efficiency in client servicing and eliminate various manually operated processes.



ANALEC's CEO – Indy Sarker – stated, "The client servicing function within institutional stock broking is increasingly being challenged by competitive cost pressures and declining commission rates. ClientManager™ ensures that organisations are able to proactively manage client relationships in a manner that both create a high quality service as well as client dependency on the service."

Sarker goes on to add, "Yuanta is a strategically important customer to us. Early in the year Yuanta signed up to our ResearchWise™ solution, which will now seamlessly integrate with the ClientManager™ suite to meet Yuanta's needs within research, sales & trading and customer servicing. Additionally, when Yuanta looks to the region to expand its business footprint, our ResearchWise™ and ClientManager™ platforms will enable it to integrate businesses swiftly and effectively."

ANALEC's CTO – Colin Stone – comments, "Unlike the on-demand CRM solutions in the market place, our ClientManager™ suite is a deployed solution (within the client premises) that goes well beyond mere contact management within stock broking and delivers a powerful and insightful window on the quality of service and financial health of the business. It is truly a management information system, integrating various critical aspects of the business while delivering complete peace of mind to our customers on confidentiality and data security norms."

ANALEC will over the course of the next 6 months work closely with Yuanta to implement its ClientManager™ suite across their business.

End

**About ANALEC:**

ANALEC is a specialised service provider to the investment banking and investment research industry. It leverages its deep domain knowledge of the investment research and investment banking industry to develop and deploy enterprise level software-enabled business process solutions, addressing very specific organisational issues and challenges within investment research and client servicing functions. Under its remote delivery model, ANALEC offers its customers the option to remotely manage and deliver a range of services. Founded in June 2003, ANALEC brings together over 50 years of leading expertise in investment research, investment banking and software development and deployment in the investment banking and capital markets domain. Headquartered out of Singapore, ANALEC has a delivery centre in India and a sales office in the United States.

Website: [www.analec.com](http://www.analec.com)

**About Yuanta Core Pacific Securities:**

Yuanta Core Pacific Securities (Yuanta) has been the leading securities firm in Taiwan for the past decade, serving a Pan-Asian client base. Yuanta is also the largest shareholder of Kim Eng Holdings with which it has a strategic alliance that combines the resources and expertise of the two businesses and creates added value for clients. Yuanta Core Pacific Securities is part of the Yuanta Group which is presently pending approval to merge with Fuhwa Financial Holding Company in Taiwan, making it a formidable player in the financial services industry in Taiwan.

With offices in Taipei, Singapore, Jakarta, Bangkok, Manila, Hong Kong, and more than 3,000 brokers in Asia, Yuanta operates in many major international financial centers. They offer products and services via a variety of channels from traditional retail brokerage branches to sophisticated, interactive online tools. The host of financial services we specialize in includes securities trading, research, investment banking, online trading, mutual funds, fixed income, and derivative products.

Website: [www.yuanta.com.tw](http://www.yuanta.com.tw)

**Media Contact:**

Gutenberg Communications

708 Third Avenue, 6<sup>th</sup> Floor

New York, NY 10017

Phone: +1 212 209 3863

Email: [harjiv@gutenbergpr.com](mailto:harjiv@gutenbergpr.com)