

Global Trade Services

Accelerating fund flow and transaction turnaround



People matter, results count.



Introduction

The dynamic and volatile nature of international trade is dramatically altering the global trade services landscape. Technology innovations have accelerated the trajectory of evolution of traditional instruments of trade finance such as Letters of Credit (LC), Standby Letters of Credit (SBLC), bank guarantees, and collections. While these instruments continue to be financing options, importers have started demanding new solutions—such as supply chain financing and open account trading—that address their changing business environment more holistically. There are many industry challenges: regulatory demands including higher capital and risk control, customer demands for automated trade finance operations, and competitive pressures to reduce costs of goods sold (COGS), improve margins, and broaden revenue options.

Save up to 40% on trade services processing and reduce trade transaction costs by up to 35% with our proven approach



Integrating Technology and Operations (ITOPS) to drive Business Outcomes

At Capgemini, we hold ourselves accountable for the success of our clients' businesses. We believe that it is increasingly difficult for our clients to transform trade services without access to new technology and optimized processes. We combine cutting-edge technology, trade documentation specialists, and best-in-class processes to improve visibility into the financial supply chain, accelerate cashflow and reduce risk. We have highly experienced Certified Documentary Credit Specialist (CDCS), proprietary frameworks, and consulting services to help you:

- Develop new services that enable long-term revenue growth
- Improve margins by lowering operational costs
- Increase process flexibility
- Enable faster turnaround time
- Centralize operations to provide consistent and quality services across branches

Comprehensive Array of Services to Transform Trade Processing



We provide end-to-end trade services for greatly improved efficiency, productivity, and configurability. The wide array of services include business process analysis, business process re-engineering, trade platform evaluation, system migration, hardware and software support, data security and disaster recovery.

Our services enable you to focus on your core business as we assume responsibility of effectively optimizing the technology landscape and streamlining back-office processes including: letters of credit processing, collections, bill financing, factoring, guarantees, compliance checks, and risk assessments. We also manage specialized services such as reimbursements, open account trade and document preparation. Our network of alliances with leading trade platform providers helps you keep pace with technology changes and stay ahead in managing global trade operations. We also provide our clients with trade technical expertise required by international and local regulatory bodies, the International Chamber of Commerce, and other industry bodies.

Consulting Services

We will assess the maturity of your trade services processes, analyze current cost structure and provide you with a cost reduction road map with defined milestones and execution timelines. Key aspects of our consulting offering include:

- Business process reengineering–ILSS
- As-is process assessment with SIPOC
- Process map analysis using Lean and Six Sigma methodologies
- Process reengineering using integrated Lean and Six Sigma methodology
- Requirement detailing and prioritization
- Future state and to-be process modelling

Product Evaluation

- Gather business requirement
- Propose idle to-be business processes
- Gap analysis between the existing and proposed systems
- Generate comparative reports
- Scores or charts for better decision
- Remote readiness analysis using proprietary assessment tool, pH Matrix
- Process Indexing and Process Maturity Assessment
- Mission criticality analysis and process readiness recommendation
- Discrepancy Analysis
- MIS
- Tracing /customer communication on emails
- Letter of Credit tracking
- If the suppliers are also the bank's customers then the Supply Chain Finance can be provided to the suppliers on request from the bank

Operating Model

- Understand current operating model and expected savings and changes
- Propose new operating model centralization, setting up of middle office
- Provide to-be processes as per new operating model

Trade Processing Operations

Our global delivery model enables around-the-clock trade operation resulting in faster cash conversion and considerable reduction in turnaround time, as well as operational cost. We streamline the creation and delivery of complex letters of credit and other trade payment documentation. Our clients have a wide array of specific services to choose from among our broad suite of global trade services and supply chain finance solutions. Clients have the flexibility of either taking advantage of the entire service portfolio, or utilizing certain individual services on an à la carte basis. Key areas include:

- Letter of credit processing for import and export
- Bank Guarantees
- Document preparation and clean collections
- Open account financing and bank-to-bank reimbursements
- Limit checks and escalation
- Office of Foreign Assets Control (OFAC) checks as a part of BSA/AML programs
- Anti-boycott review and reporting

Specialized Services

Over the last few years, Open Account has emerged as a dominant process in multinational supply chain financing and is expected to gain popularity. We help our clients to take advantage of the benefits resulting from Open Account with:

- Open Account trade processing
- Document preparation
- Supply chain financing
- Centralized document checking unit



Technology Services: Advances in technology are presenting radical new options for the way in which banks manage their global trade services operations and interact with customers. They hold the promise of automated processes, increased efficiency, enhanced data processing, and lower fees. We help our customers harness the potential of technology advancements to improve business performance. We also provide IT infrastructure and software support, data protection, and ICT disaster recovery services.

Why Capgemini?

Capgemini has an in-depth understanding of global supply chain finance and the business and technology processes that fuel this industry. Our integrated technology and operations (ITOPS)-based trade solution help clients improve cash flow, speed payment and streamline processing while reducing operational cost. Our enhanced metrics and process management capabilities enable you to continuously measure and improve service delivery including turnaround time and quality scores.

Highlights

- A team of experienced BAFT-IFSA Certified Documentary Credit Specialist (CDCS®)
- Proof-of-concept for ROI justification: Identify process and system improvement areas, collect baseline data of current performance across the identified process-improvement areas, deploy a POC and measure performance improvements following implementation of the POC
- A strong Six Sigma practice and focus on quality
- Flexible processes for the bank to launch new products and services and incorporate regulatory changes
- Tools and accelerators
 - pH Matrix: Framework to assess maturity and efficiency of process in trade services
 - Quick Sigma: Short Green Belt Six Sigma projects to identify pain points and get quick wins
 - Product Evaluation Accelerators: Quantitative approach to gather requirements and assist evaluation of a suitable trade platform



Value Proposition

Our ITOPS model enables pricing predictability as you pay only for processed transactions. Our proven delivery model converts Capex to Opex while our process flexibility enables greater responsiveness to customer requirements. Key business benefits that can accrue to your business include:

- Improved financial efficiency
 - Up to 40% savings in cost of trade services processing
 - Up to 35% reduction in per trade transaction cost
- Enhanced operational efficiency
 - Increase in transaction processing throughput of around 30% through automation and process optimization
 - Scalability to handle 20% ad-hoc transaction volume spikes on a daily basis
- Increased cash flow and risk management
 - Reduce Days Sales Outstanding (DSO)
 - Improved visibility and control of financial supply chain
- No upfront investments with predictable pricing
 - No up-front investments
 - Predictable costs with per-transaction pricing e.g., per letter of credit opened





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Now with 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion.

Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness.

A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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