

INSIDE FSG TECH

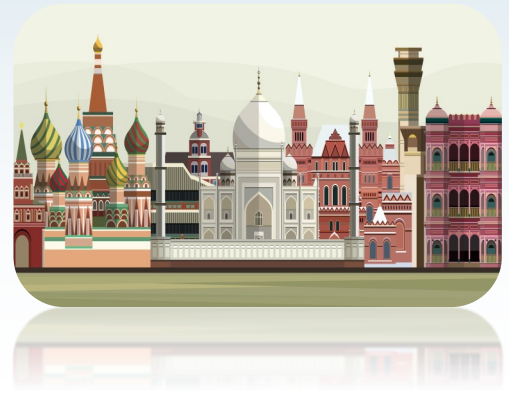
BANGKOK | INDIA | KANSAS CITY | TORONTO

JUNE 2019

BANGKOK



INDIA



KANSAS CITY



TORONTO



- Message from Rick Charlino
- New Joiners
- FSG Interns 2019
- AWD Update
- Tech Corner



MESSAGE FROM RICK CHARLINO

CIO of Financial Services Technology Group



Welcome and **thank you** for reading our inaugural edition of the **Financial Services Technology newsletter**. The goal of the newsletter is to bring our world closer together by **sharing insights** on what is happening across our technology centers in terms of **our talent and ingenuity**.

We will proudly detail our success stories on how we are successfully adopting new tools and practices. We will also share interesting **interviews with our Executive Leadership** team that will provide insight into their businesses and background. My ask of each of you is to take a minute and provide feedback on what you enjoyed, wished that we did more or less of and any suggestions in terms of content. We are nearly **1000 employees** strong and look forward to **strengthening our connection** with each and every one of us.

Feedback



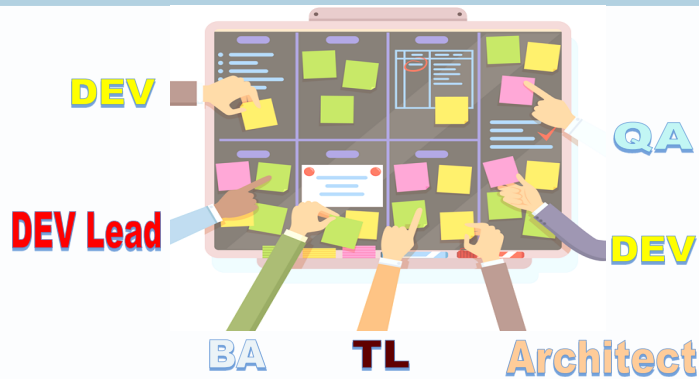
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NEW JOINERS

“Welcome to all our new joiners this month”



AMS

- Kanyalak (Preaw) Boonthanom
- Monnapa (Par) Tepbanchaporn
- Nuttapod (Nu) Liknapichitkul

DISTRIBUTION

- Rajendra Boina

AWD

- Chandra Sekhar Lagadapat
- Dakshinya Paruchuri

RS

- Praveen Garigipati

DIGITAL

- Uma Seemakurthy

WELCOME ABOARD

FSG INTERNS 2019

Our **Internship program** is global with many organizations across multiple business units implementing the internship model this year. The goal is to earlier **engage graduates**, give them the opportunity to experience **real work in an FSG team** and why we are a great company to work for. They also get the opportunity make **a good impression on us** and we can hire them when they graduate.

In FSG, we have **36 interns** joining different groups **in KC, Bangkok and Toronto**.

Welcome everyone

Bangkok

Phuthanarat **(Best)** Kongkietvanitch

Paroot **(Song)** Satjawanit

Kittipon **(Pond)** Potisra

Chayanee **(Nate)** Junplong

Kanokwan **(Eye)** Bunkhumkrong

Kansas City

Kory Overbay

Bo Varvil

Connor Marchand

Tarsus Arciga

Ozoda Narzullaeva

Joseph Pennington

Joe Rubalcava

Alivia Dutcher

Camden Davis

Regina Bolin

Josh Stovall

Eric Kuse

Momodou Jallow

Isabel Eubanks

Audrey Meadows

Sarah Dubbert

Ryan Hansen

Nikhil Kanukolanu

Tucker Diekmann

Andrew Nave

Cole Miesner

Daniel Miller

Toronto

Sahan De Almeida

Stephen Lin

Mohamed Abdulle

Nimrod Vanir

Jaehyun Ma

Cristina Jean

Ildar Nasirov

James Goudie

Joseph Cheng



"I am very pleased that you have joined us for the summer and am truly excited about how much you will be able to **contribute to our business during your time with us**. I look forward to being able to meet and spend some time together and catch up on what you are working on and **any insights** that you might have on how we can improve the way that we produce and **support software solutions**. Oh yes, one other thing, **have some fun** while you're working to make us better! In the interim of us getting a chance to meet, **feel free to email me on anything that is on your mind or have thoughts on.**"



From Classroom To Real World

FSG INTERNS 2019



Bangkok

5 interns joining **AMS** group in **Vision, Desktop** and **Alt Investment** teams. They will focus on development, quality and automation initiatives.

There is going to be an **Intern Hackathon**. This is a very exciting event as the interns across business units **will engage and collaborate on Software Development**. Heather Bauer, FSG HR partner is forming a committee to set this up. **More to come on this.**



Toronto

9 interns joining **AMS, AWD** and **Brokerage** groups, in the AMS, AWD Portal and **SA 2.0** teams.



Kansas City

22 interns joining many different teams: **Brokerage, AWD, RS, AMS, Digital** and **Distribution**. They will be focusing on development initiatives, **API, BSL** and **automation** for each product.

AWD UPDATE

Brian Hesse from AWD Product Management recently spoke with us about AWD's positioning in the market.



Who are AWD's biggest competitors?

Pegasystems is the largest competitor, predominantly focused on retail and government experience. They consider themselves as a competitor to **SalesForce**, very **CRMfocused**. Appian is an expert in financial services, but is missing some key functionality that AWD has. IBM is also a big gorilla in this space with a solution set that is a combination of six large products. They have **a big focus on AI** due to their **Watson investments**.

What differentiates AWD?

Our key differentiators are Software, Services, and Support.

Software: Our software is designed as a platform with applications as opposed to a toolkit (a toolkit requires IT technical resources to customize the application which can be time and money intensive).

Services: Our professional services team is focused solely on configuring and implementing AWD and process automation-based solutions.

Support: We have outstanding 24x7x365 support teams. We also put a big focus on streamlining the upgrade process.

AWD UPDATE

How is BPM changing in the market?

Just in the four years I've been with **DST SS&C**, the focus is moving from being operationally efficient to how we create the best experience for the customer (our client's customers, in this case). Our clients are using **BPM** to improve the customer experience - whether it's processing a claim, processing a trade, or onboarding a new customer. BPM used to be very focused on reducing costs and saving money, now there is a big focus on the customer and workflow experience. *It's important for our clients to be able to use business rules like Drools to streamline self-service experiences.*

For more information, sign up for the upcoming BPM Lunch-and-Learns in Talent Builder!



About our interviewee

Brian Hesse has been a Product Manager specializing in AWD for four years. Before **SS&C**, he worked in Product Management and Product Marketing in tech and education. One of Brian's passions is **training assistance animals** for a central Kansas non-profit. He receives a puppy at 8-weeks-old, and spends the next 16-20 months training the dog to be able to respond to commands, become socialized, and ready for any type of experience. Once the dog graduates from the program, the dog is placed with someone who requires assistance. Here he is pictured with one of his recent trainees, Pringles.



Many of the changes in **FSG** over the last year have been to transform the organization to be more agile, more efficient and be able to deliver high quality solutions to clients faster. Key to this strategy is utilizing new tech to make things **easier, simpler, faster** and improving the developer experience. We have a lot of **smart people** and we want to empower them to **innovate** and **embrace** the latest tech available. This will help us attract more smart people and keep engaging them with new learning **opportunities** and new **challenges**.

*Let's hear from two different teams about how utilizing Angular helped teams to significantly increase productivity, make their work easier and more rewarding by working with cutting edge tech. Firstly, **Tor-Sataphat** talks about **AMS**, followed by **Kong - Jakkrit** explaining how **BKS** are incrementally integrating Angular.*

What is Angular?

It's a **front-end framework** for developing web apps. Angular directs how to build apps in a **component** based way and can create reusable components. Each component has a template and data and Angular handles all the in-betweens for you, like data binding. It reduces dependency as the logic in each component is related to itself. That makes it **easier to build large complex apps** that pass data around and a lot of our solutions do this. It also **makes testing much easier**. **Angular thinks for you**, will **create unit tests** and mock other dependent modules for you.





Angular @ AMS Development

How do we know it works for us and our teams?

We know it works for us and our products because we tried it and **got amazing results**. We had a team, **Artemis**, working on **Alternative Investment** web who were struggling with tech issues when the framework built on old tech behaved unexpectedly. It was also taking a long time to learn for new people. The team set up their own challenge to learn Angular and see how much of the requirements they could get done in two weeks. One of the team had used Angular before, **Pleng-Pimnapa**, **who built an online Selection Assessment** for the Recruitment team when she was an intern with us. The others had to learn from scratch but in just two weeks, they **produced the work** of multiple sprints! The whole of **Alternative Investment** web app has been redone using Angular, incorporating existing functionality with new requirements.



Tor - Sataphat Suphasoet

Lead Architect

AMS Development

What would you like to tell everyone about this experience?

This was a wonderful example of the team **being open-minded** and really focused on continuous **improvement**. It's really important to stay up to date **with new tech** and be open to new ways of doing things. Web tech is changing so fast these days and the **answer today may not be the answer tomorrow** so keep looking and trying stuff out.

And for teams and Dev Leads remember the value in planning time for experimentation. Create a safe environment that allows for mistakes and that will enable people to be creative and to innovate. That's what high performance culture is all about – find new ways to meet FSG goals of making our platforms and apps easier to develop and maintain.

“Make our products simpler, faster, and cheaper and with better performance. Clients want all of that!”



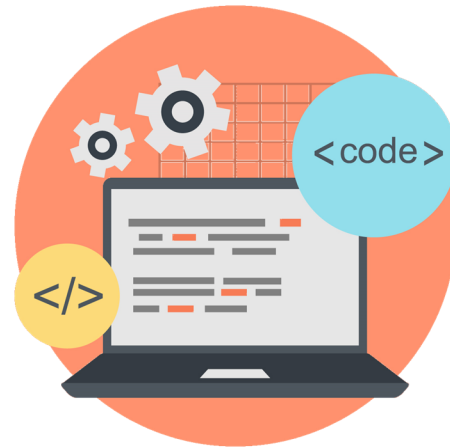
Angular @ Brokerage Solutions

While we have seen how AMS utilize Angular, let's take a look on how **Brokerage Solutions** incorporate Angular including sharing benefits, experiences and challenges with everyone.

Kong - Jakkrit Srimalanont

Spv Software Engineering

BKS Development



How do we incorporate Angular in our current front-end framework?

When an application is already in use and the significant effort has already been put in to be where it is, then redoing them again in any other framework becomes a big deal. However, many times there is a need for either **replacing the existing framework** with something else or just doing additional work in the **new framework**. In our case, Angular will be adopted as a long-term product strategy with incremental releases over time, instead of the big bang approach where our application with the new framework is delivered all at once. Hence, it becomes important for us to be able to integrate the existing **Ext JS** with the **Angular efficiently**. Our approach is to initiate a bridge using **iFrame** technique with **HTML5** messaging to define message **api** and protocol for 2-way communication between **ExtJS** and Angular. Once **Angular is 100% adopted**, **ExtJS** and bridge will be got rid of.



How it benefits to our application?

Angular is one of the **world-leading frameworks** that enables people to build **better** things **faster**. It has **great resources** that provide a wide range of available components. There is a big international community who are very active, helpful, really approachable **and** there are loads of useful training materials. **AngularJS Material** and **ag-Grid** are the main components that we currently utilize and mix into our product. This definitely **reduces development effort**, **speeds up our time** to market and **increase competitiveness**.

In addition, there's an interesting conversation going on in the community where people discuss all sorts of things like **Angular performance** and issues. It is a **great opportunity** for us to learn and apply it to **improve efficiency** and effectiveness of our products as well as find a solution to nearly every arising issue.

Any experiences and challenges that could be shared?

We have to embrace forward-moving technology. Having said that client focus is a key. Our strategy is to gradually integrate Angular in our product along with delivering new features to our client at the same time. So making Angular work with existing **front-end framework** with the least impact is an unavoidable challenge. Exploring Angular development community and shared components is really useful to get started and it will eventually **make our life easier**.



“We still have a long way to go and a lot of work to do but we know we are heading in the **right direction.”**

“Every moment is a fresh beginning.”

—T.S. Eliot

THANK YOU!