

## **Yulong Menj**

### **Contextual Inquiry**

Yulong is currently part of the TSU team in London and supports trade clearing from middle office specially for EMEA market.

#### **Roles:**

Provide trade allocations from clients Matching Ticket and market lines and then updating

Yulong mentioned that he has 95% execution client and 5% clearing client

#### **Interaction:**

1. Mail primary
2. Call in urgency( Towards market closing time)

## **Naveen-AMER CL**

### **Contextual Inquiry**

Naveen is currently part of AMER clearing team and leads Bangalore team. There are total of 9 team members in the team.

Naveen sometimes also helps APAC clearing team due to his all night shifts.

#### **Roles**

Closure of trades

Coordinating with London TSU team in getting client allocations

#### **Activity Steps**

1. Check mail box
2. Login to Nvision, clear vision, client queries, trade picked by traders
3. Ensure all services up and running, and if required road app

## Namrata-Manager

Namrata is currently leading the APAC clearing team along with 7 other members in total.

She is the part of SOCGEN from last one year and previously she has worked with GS and JPMC on OTC side.

### Roles and Responsibilities

- Help production requirement
- Pick smaller markets and help team in clearing of the region
- Mailbox monitoring
- Ensuring top day clearing and updating stakeholders by generating relevant reports
- Present Whiteboard sheet on governance call which includes: suspense account data, error, ITEC

## Namrata Continued

### Email Task and Challenges

1. Once people pick one market, they do not check mail from other markets, even in case of some critical issues
2. Currently we have been figuring out rules for effective mailbox management.
3. Uncertainty and skepticism of clearing team members in writing to client and speculating response

### CAA Related Challenges

1. Few clients(Black rock) sometimes changes the way they send file to us



It is difficult to deal clients like LMR and black rock.

Works on almost same application as of Ops team.

## Applications

1. Nvision
2. File zila
3. New clear
4. Clear vision

and if required read app support(Chicago)( Initiate Ticket- web based-turn around time)

4. Reaching CV support is convenient

Modes of interaction:

Group chat(Internally)

Phone call(to TSU)

Email

Impacts

1. Major work for TSU
2. Match all trades in Newclear
3. Breaks might increase for TSU
4. Quality of work would be improved
5. Risk of errors

suspense account data, error, IREC production issues, total volume etc

us

At this stage, we presented our process map to Namrata and got validation

We can ask clients to send allocation in particular format which contains minimum number of parameters.

Impacts of CB removal:

Manual intervention in terms of:

1. Client will send all allocation to CAA/ chasing clients for allocations
2. Risk of allocations to wrong account
3. Multiple allocations
4. No way of cross-verification till t+!

Opportunities:

Getting allocations from client seamlessly

Breaks:

LT: GMI product not added

HT: Newclear light reconciliation

First stop is NVision

1 teammate can go on leave at a time

1 week training, 1 week shadowing

On further questioning, she mentioned that CB is catering at least 30% of total

Each market is different in some ways

We face highest volume during quarterly expiry( like september)

