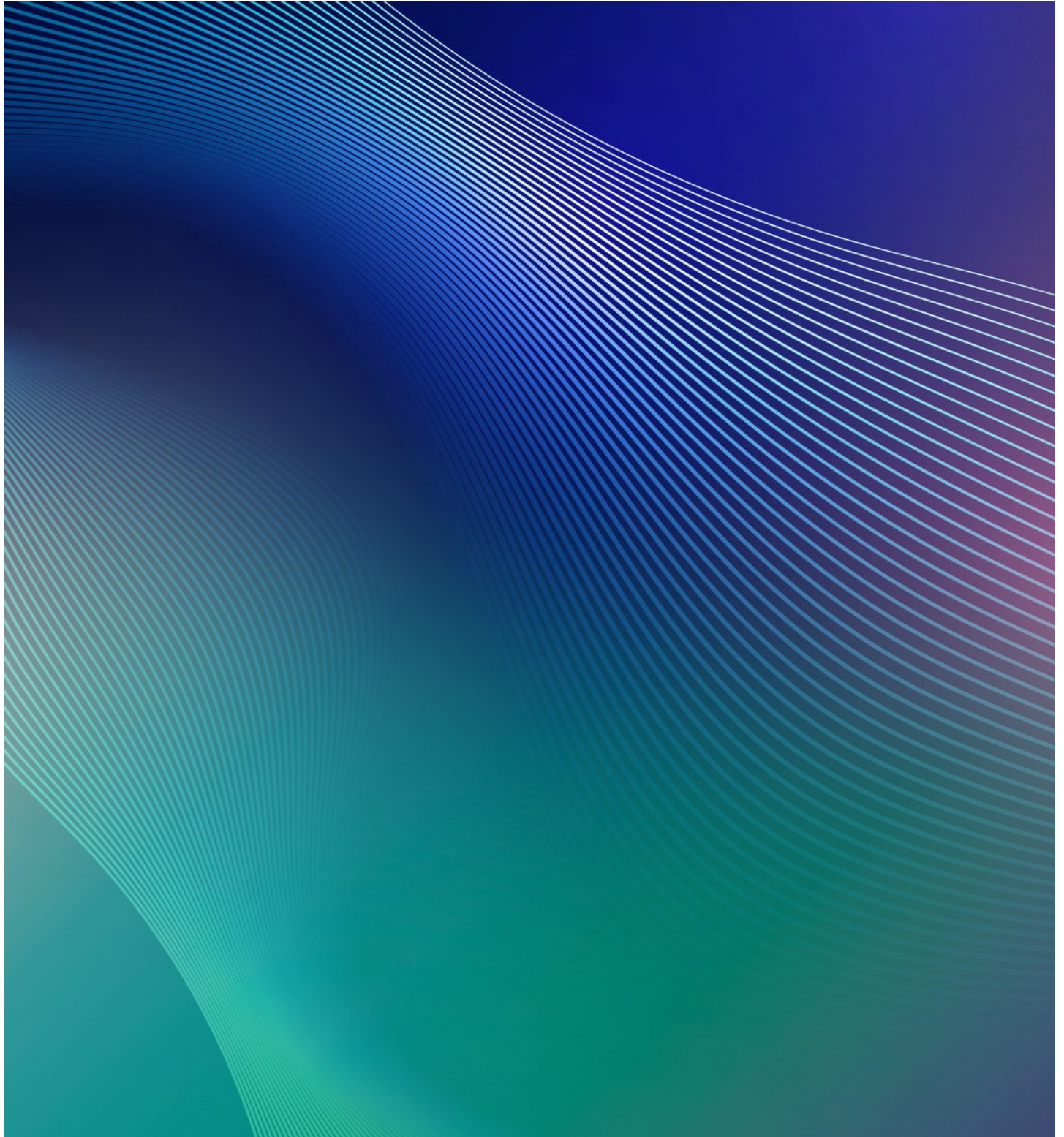


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# FENERGO SaaS SUPPORT SERVICE

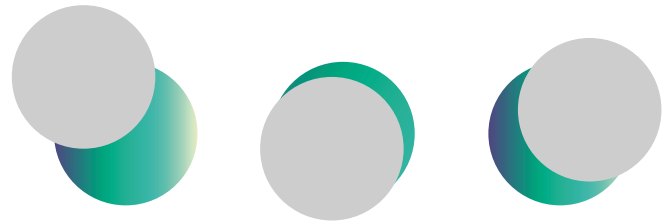


## THE CLM EXPERTS

Version 1.0

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# ROUND PEGS ROUND HOLES



Aurora is a London-based consultancy with specialist knowledge in banking operations, middle office enablement, and Client Lifecycle Management technology (CLM).

We help financial institutions, consultancies and software companies deliver real change.

**Aurora is an accredited partner to Fenergo and the only consultancy globally to have delivered Fenergo SaaS end-to-end.**

**fenergo**

arendt

 **AZTEC**

**MIZUHO**

CITCO

**Westpac**



  
**CommonwealthBank**

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# STRAIGHT SPEAKING COLOURFUL THINKING



## HONESTY

Aurora always offer you the truth. We tell you what you need to hear, not always what you want to hear. This is critical to delivering the best outcome for our clients.

## INTEGRITY

Aurora always act with the best intentions for our clients. Bound by shared values and principles, we build long-standing, trusting relationships with our clients.

## DIVERSITY

Aurora bring diversity in who we are and how we think. We challenge the norm through critical and creative thinking to make lasting positive change.

## CREATIVITY

Aurora's open, diverse and honest culture allows employees to thrive. We encourage freedom to express creativity, domain knowledge, and problem-solving ability

## WISDOM

We're experts across client onboarding. From client initiations to exits, KYC landscape to enabling sales, through to your CRM solution, we get it.

*THIS IS  
WHAT MAKES  
US UNIQUE*

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# EXPECTATIONS EXCEEDED

## BANKING EXPERTS

The Aurora team bring deep banking and transformation insight from decades of real-life experience.

## DOMAIN KNOWLEDGE

We know what's important and how a complex CLM project should be sequenced and executed.

## PROVEN DELIVERY

We bring structure and governance to projects to ensure timely, seamless and smooth delivery.

## CLM SPECIALISTS

Aurora are the CLM Experts. We bring deep specialism and expertise acquired over years of working with AML policy, process and technology.

## REAL-LIFE EXPERIENCE

Our key consultants are all ex-financial services, having led major client onboarding & KYC, CLM and wider transformation projects within banks.

## CUSTOMER SUCCESS

We've developed a standard way of implementing your solution, leveraging our proven frameworks to maximise delivery efficiency & success.

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# YOUR FENERGO SELF-SUFFICIENCY JOURNEY

## TECHNICAL TRAINING

Your wider Fenargo delivery team has provided training to internal resources on how to configure Fenargo SaaS and manage system updates and change requests

## POST GO-LIVE SUPPORT

Your delivery partner manages post-implementation issues and workarounds

## INITIAL PLATFORM ENGAGEMENT

You have selected Fenargo SaaS as your CLM platform provider

## SELF-SUFFICIENCY & HANDOVER

Agreed support and training delivered. Ongoing updates and configuration changes handed over to the business

## FENERGO SaaS SUPPORT

Aurora provide resource to deliver Fenargo SaaS support for an agreed time-period, reducing ongoing reliance on vendor and reducing ongoing maintenance costs

*YOU ARE HERE*

## PARTNER DELIVERY

Your delivery partner has successfully implemented Fenargo SaaS within your organisation

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# WHY FENERGO SaaS SUPPORT?

Our Fenergo SaaS support service is designed to give you the flexibility you need to achieve your business goals.

## DELIVERING SUCCESS

Through our experience of delivering Fenergo SaaS within complex global organisations we know ongoing management and configuration of the Fenergo SaaS platform for a period of time after initial implementation is a significant driver of success. The ability to deliver changes and uplift the application based on user feedback is key.

Through the initial phases of the project clients engage Fenergo or selected partners to deliver the configuration. However, relying heavily on the vendor for ongoing support and maintenance can lead to increased operating costs and a lack of self-sufficiency.

## SELF- SUFFICIENCY

Our Fenergo SaaS support model recognises the need for Fenergo clients to become self-sufficient. Designed to provide you with expert Fenergo SaaS configuration support, our teams will support defect fixing, implement small changes, support you to integrate product enhancements and over time upskill your internal teams to manage the ongoing support for themselves

We work with our clients to understand the correct level of support for them, and agree timescales to achieve self-sufficiency within the platform, whilst Fenergo support teams remain the first line of support for production issues and product gaps.

# OUR FENERGO SaaS SUPPORT SERVICE

We work with you to agree the level of support required

- Allocation of dedicated resource, for a set number of days per month, to manage any change requests and to incorporate any Fenargo product updates, bridging the gap between system implementation and self-sufficiency, reducing reliance on vendor support.
- Release management and incorporation of testing feedback is managed within rapid sprints.
- In addition to the above, we can agree a pre-defined scope of work and deliver required updates and changes as a project within a set Statement of Work.
- Costs are charged on a T&M basis unless a project is required for larger changes in which case we can agree a fixed price delivery for those changes.

## TYPICAL MONTHLY SCHEDULE

Activity		Details	Week >	1	2	3	4
Ongoing Support	Requirements Gathering	Client Provides Requirements from Backlog		█			
	Requirements Ratification	Aurora Ratify and estimate requirements			█		
	Agree Scope	Aurora and Client agree scope			★		
	Configuration	Aurora configure in tandem with Client				█	
	Testing	Client Testing and incorporation of feedback					█
	Release	Promotion to Live environment					

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# IN SUMMARY

# OUR SOLUTION

## CHALLENGE

- No budget or bandwidth for in-house resource to manage ongoing configuration and updates
- No in-house capability to manage platform changes and updates
- Drive to reduce ongoing operational cost of the Fenargo SaaS system
- Heavy reliance on ongoing vendor support

## SOLUTION

- Resource provided for a specified number of days per month, over an agreed time period. Saving you hiring time and salary costs whilst ensuring the platform remains up to date
- Continued configuration support at a monthly fixed fee, so you don't need to hire / allocate internal resources
- Remove reliance on vendor support and ongoing maintenance costs
- Access to resources who will train your internal teams to start bringing support into the organisation



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# CASE STUDY: FENERGO SaaS FOR A GLOBAL FUND ADMINISTRATOR

## THE PROBLEM

Following the implementation of Fenargo SaaS, the client did not have an established team to manage configuration changes, defect resolution and ongoing maintenance of new system requests. Their goal was to reduce maintenance costs and achieve self-sufficiency within 12 months of the original Fenargo SaaS implementation.

## OUR APPROACH

- Aurora worked with the client to understand the scope and support requirements and agreed a 12-month support period, with a set budget and expected number of days support per month.
- The client could draw down against the set budget on an agreed basis, normally for a set number of days per month.
- The client could decide to draw down more or less in a particular period, in order to meet their needs.

## OUR SOLUTION

- Configuration resource assigned to provide a set number of days support per month along with a partner to ensure our service continues to meet client needs.
- All maintenance, change requests and product updates managed by Aurora.
- Aurora resource acts as escalation route with Fenargo to address any product gaps and issues.
- Aurora team has eased a transition to a new system for client's internal teams by providing training and ongoing support.

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70+

SYSTEM CHANGES AND PRODUCT ENHANCEMENTS DELIVERED

COST SAVINGS

THROUGH TARGETED SUPPORT RATHER THAN FULL TIME RESOURCE & ONGOING VENDOR FEES

TRAINED

INTERNAL TEAMS TRAINED TO MANAGE SYSTEM CHANGES WHILST RECEIVING ONGOING SUPPORT



**WANT TO  
HEAR MORE?**

**Please get in touch:**

Email: [enquiries@auroraclm.com](mailto:enquiries@auroraclm.com)

Web: [www.auroraclm.com](http://www.auroraclm.com)