

## OVERVIEW

XTRAC® (Cross-business Tracking, Routing & Control) is an independently operated Fidelity Investments company that combines deep financial services domain expertise with a comprehensive workflow suite that is simply delivered in a highly secure cloud. Founded more than 20 years ago at Fidelity, XTRAC is the engine for continuous improvement across the firm. Seventy-five companies use XTRAC to improve client experiences, grow their business with operational efficiency, and facilitate compliance in a highly complex and evolving regulatory environment.

## by the NUMBERS

- Fidelity spends more than \$2.5 billion each year on technology for its customers and employees.
- XTRAC processes more than 44 million work items annually.
- More than one billion documents are stored on the cloud-based platform used by XTRAC.
- XTRAC is used by nearly 30,000 employees across 16 countries.

## LOCATIONS

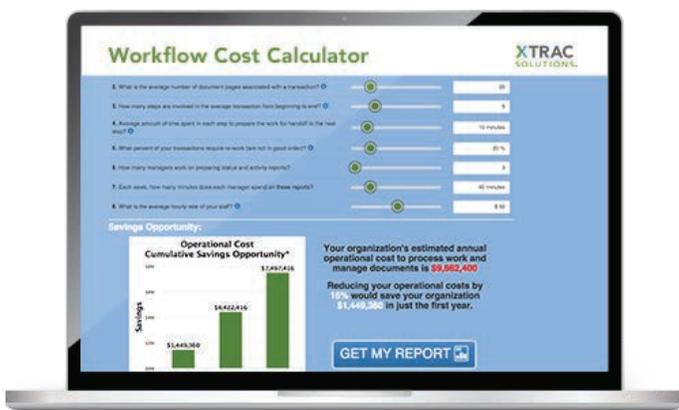
XTRAC is headquartered in Boston and employs more than 175 people in multiple sites around the U.S. and the world, including:



- Boston, Massachusetts
- Covington, Kentucky
- Dublin, Ireland
- Hildenborough, England
- Salt Lake City, Utah
- Westlake, Texas

## SOLVING REAL BUSINESS CHALLENGES

XTRAC helps companies identify and reduce the significant risks and bottom line business costs that result from outdated ways of working.



- **Prevalence of Manual Workflows**—Companies continue to depend on outdated approaches such as email and paper to manage critical work.\*
- **Overreliance on Employee Tribal Knowledge**—42% of firms report that they have no systematic and data-driven way of measuring progress.\*\*
- **Significant Operational Costs**—Companies could be saving 15% of the often millions of dollars spent each year using outdated manual systems to manage work and documents.

\* Source: *The Cost of Waiting Research Report* by HawkPartners LLC, sponsored by XTRAC Solutions, March 2015.

\*\* Source: *The Risk to Your Business You May Not Even Know You Have: Financial Institutions Driving Blind*. A commissioned study by Forrester Consulting on behalf of XTRAC Solutions, January 2014.

## COMPREHENSIVE CLOUD-BASED SERVICES

XTRAC provides services through a secure cloud-based platform to help companies meet their workflow and document management needs, become more efficient, get control, and grow business.

- **XTRAC Workflow Suite includes:**
  - 1) Workflow Automation
  - 2) Hosted Document Management
  - 3) Insights and Analytics
- **Workflows Designed** for and used by all types of financial services and other highly regulated companies, including wealth management and investment firms, banks, insurance providers, third-party administrators and record-keepers.
- **60+ Pre-designed Workflows and 5,000 Processes in Use**, including client account setup and servicing, marketing collateral development, compliance testing, financial management, and more.
- **End-to-end Processing** via 180 integrations in use connecting front-end systems (customer relationship management and inbound operations) to systems of record (asset management and participant record-keeping).

## PROVEN TECHNOLOGY

XTRAC technology gives companies confidence by providing a top-notch customer experience with a highly secure, industrial strength, yet flexible and innovative workflow platform.

- State-of-the-art redundancy, disaster recovery, and continuity infrastructure that is continually monitored and certified by external governing organizations.
- Web portal for real-time collaboration on work and documents.
- Four technology-based U.S. patents.
- Two-time winner of the *FSO Knowledge Xchange Excellence in Business Process Management Award* (2012 and 2013).

## TRANSPARENCY AND COMPLIANCE

Designed for an evolving regulatory environment, XTRAC visual dashboards and tools bring transparency to opaque business processes to pinpoint operational problems, facilitate compliance, and design new ways to work.

- Reporting and analytics include work quality assessments, activity tracking, volume indicators, and historical trends so managers can monitor performance in real time, manage against key performance indicators (KPIs), and identify and resolve issues quickly.
- Auditable and easily accessible work history and documents stored in highly secure vault.
- WORM (Write Once Read Many) storage available for work-item-associated documents.

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