

SS&C DORA Supplemental Letter Agreement – Information Relating to the Location and Description of ICT services (Schedule 2)

This Schedule 2 was prepared for the purpose of documenting SS&C’s Information relating to the location and description of ICT services in the SS&C DORA supplemental letter agreement entered between SS&C and its relevant clients.

The terms used in this Schedule 2 have the meaning given to them in SS&C DORA supplemental letter agreement.

- [Advent Software, Inc.](#)
- [Eze Software](#)
- [SS&C GlobeOp](#)
- [SS&C Algorithmics](#)

More information can be found at [SS&C DORA Supplemental Letter Agreement– Additional Security Provisions \(Schedule 3\)](#).

Advent Software, Inc.

Information relating to the location and description of ICT services for Advent Software, Inc.

The tables below show a complete listing of data storage and service locations for Advent products and services. Not all locations are applicable to every customer’s scoped services. Customers with questions related to their specific operating environment should speak with their Advent Relationship Manager.

For DORA-related specifics for the Register of Information, speak with your Advent Relationship Manager to obtain access to the Advent Client Pass portal.

Service Locations

Support for end-users and internal support and maintenance functions may be performed by staff in any of the following locations:

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Advent - Affiliate office	Jacksonville, FL	Application Support, Maintenance, Infrastructure Support
US	SS&C Advent - Affiliate office	San Francisco, CA	Application Support, Maintenance, Infrastructure Support
GB	SS&C Advent - Affiliate office	London	Application Support, Maintenance, Infrastructure Support
SE	SS&C Advent - Affiliate office	Stockholm	Application Support and Maintenance

SS&C ICT Service & Data Storage Locations

Servicing Country	Service Provider	City, State	Description of Service
IN	SS&C Advent - Affiliate office	Airoli Navi Mumbai	Application Support and Maintenance
AE	SS&C Advent - Affiliate office	Dubai	Application Support and Maintenance
PH	Open Access BPO	Makati	Staff Augmentation/ Non-IT Staff. Application support for users

Data Storage Locations

Data for Advent Managed customers will reside in one or more of the following locations:

Storage Country	Service Provider	City, State	Data Center Function
US	SS&C Technologies	Kansas City, MO	Primary data center for North America
US	SS&C Technologies	Yorktown Heights, NY	Primary data center for North America
US	NTT Ragingwire	Sacramento, CA	Primary data center for North America
US	SS&C Technologies	San Francisco, CA	Secondary data center for North America
US	SS&C Technologies	Bridgeton, MO	Secondary data center for North America
US	SS&C Technologies	Harrison, NY	Secondary data center for North America
SE	Conapto AB	Stockholm	Primary and Secondary data center for EMEA/APAC/MENA
GB	KAO Data	Harlow	Primary and Secondary data center for EMEA/APAC/MENA

Eze Software

Information relating to the location and description of ICT services for SS&C | Eze and SS&C Financial Markets Group

The tables below show a complete listing of data storage and service locations for Eze products. Not all locations are applicable to every customer.

Eze Eclipse - Service Locations

Support for end-users and internal support and maintenance functions may be performed by staff in any of the following locations:

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Eze – Affiliate Office	Boston, MA	Application support and maintenance
US	SS&C Eze – Affiliate Office	Braintree, MA	Application support and maintenance
US	SS&C Eze – Affiliate Office	Waltham, MA	Application support and maintenance
US	SS&C Eze – Affiliate Office	New York, NY	Application support and maintenance
US	SS&C Eze – Affiliate Office	Chicago, IL	Application support and maintenance
US	SS&C Eze – Affiliate Office	San Francisco, CA	Application support and maintenance
US	SS&C Eze – Affiliate Office	Jacksonville, FL	Application support and maintenance
US	SS&C Eze – Affiliate Office	Kansas City, MO	Application support and maintenance
GB	SS&C Eze – Affiliate Office	London	Application support and maintenance
AU	SS&C Eze – Affiliate Office	Sydney	Application support and maintenance

SS&C ICT Service & Data Storage Locations

Servicing Country	Service Provider	City, State	Description of Service
HK	SS&C Eze – Affiliate Office	Hong Kong	Application support and maintenance
IN	SS&C Eze – Affiliate Office	Hyderabad	Application support and maintenance
BR	SS&C Eze – Affiliate Office	São Paulo	Application support and maintenance
SG	SS&C Eze – Affiliate Office	Singapore City	Application support and maintenance

EZE Eclipse - Data Storage Locations

Data will reside in one or more of the following locations:

Storage Country	Service Provider	City, State	Data Center Function
US	Amazon Web Services (AWS)	AWS East	Primary data center for North America/EMEA/APAC/LATAM
US	Amazon Web Services (AWS)	AWS West	Secondary data center for North America/EMEA/APAC/LATAM

Eze OMS & Eze PMA - Service Locations

Support for end-users and internal support and maintenance functions may be performed by staff in any of the following locations:

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Eze – Affiliate Office	Boston, MA	Application support and maintenance
US	SS&C Eze – Affiliate Office	Braintree, MA	Application support and maintenance
US	SS&C Eze – Affiliate Office	Waltham, MA	Application support and maintenance

SS&C ICT Service & Data Storage Locations

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Eze – Affiliate Office	New York, NY	Application support and maintenance
US	SS&C Eze – Affiliate Office	Chicago, IL	Application support and maintenance
US	SS&C Eze – Affiliate Office	San Francisco, CA	Application support and maintenance
US	SS&C Eze – Affiliate Office	Jacksonville, FL	Maintenance
US	SS&C Eze – Affiliate Office	Kansas City, MO	Maintenance
GB	SS&C Eze – Affiliate Office	London	Application support and maintenance
AU	SS&C Eze – Affiliate Office	Sydney	Application support and maintenance
HK	SS&C Eze – Affiliate Office	Hong Kong	Application support and maintenance
IN	SS&C Eze – Affiliate Office	Hyderabad	Application support and maintenance
BR	SS&C Eze – Affiliate Office	São Paulo	Application support and maintenance
SG	SS&C Eze – Affiliate Office	Singapore City	Application support and maintenance
US	Abacus Information Technology LLC	New York, NY	Maintenance
US	Abacus Information Technology LLC	Dallas, TX	Maintenance
GB	Abacus Information Technology LLC	London	Maintenance
HK	Bare Cove Technology	Hong Kong	Maintenance

SS&C ICT Service & Data Storage Locations

Servicing Country	Service Provider	City, State	Description of Service
SG	Bare Cove Technology	Singapore City	Maintenance
PH	Bare Cove Technology	Manila	Maintenance
GB	Matsco Solutions LLC	London	Maintenance
HK	Matsco Solutions LLC	Hong Kong	Maintenance
US	Matsco Solutions LLC	New York, NY	Maintenance
SG	Matsco Solutions LLC	Singapore City	Maintenance

Eze OMS & Eze PMA - Data Storage Locations

Data will reside in one or more of the following locations:

Storage Country	Service Provider	City, State	Data Center Function
US	SS&C Technologies	Kansas City, MO	Primary data center for North America/APAC/LATAM
US	SS&C Technologies	St. Louis, MO	Secondary data center for North America/APAC/LATAM
US	SS&C Technologies	Harrison, NY	Secondary data center for North America/APAC/LATAM
US	SS&C Technologies	Yorktown Heights, NY	Primary data center for North America
GB	SS&C Technologies – KAO	Woking	Primary and Secondary data center for EMEA/APAC/MENA
SE	SS&C Technologies – Conapto	Skärholmen	Primary and Secondary data center for EMEA/APAC/MENA
US	Abacus Information Technology LLC - Equinix	Secaucus, NJ	Primary and Secondary data center for North America/LATAM
US	Abacus Information Technology LLC – Evocative	Dallas, TX	Primary and Secondary data center for North America/LATAM

SS&C ICT Service & Data Storage Locations

Storage Country	Service Provider	City, State	Data Center Function
US	Abacus Information Technology LLC – Digital Realty	San Francisco, CA	Primary and Secondary data center for North America/LATAM
GB	Abacus Information Technology LLC – Equinix	London	Primary data center for EMEA
GB	Abacus Information Technology LLC – Microsoft Azure	London	Secondary data center for EMEA
HK	Bare Cove Technology – Microsoft Azure (East Asia Region)	Hong Kong	Primary and Secondary data center for APAC/Australia
SG	Bare Cove Technology – Microsoft Azure (Southeast Asia Region)	Singapore City	Primary and Secondary data center for APAC/Australia
GB	Matsco Solutions LLC – CloudCoco	London	Primary and Secondary data center for EMEA
HK	Matsco Solutions LLC – Equinix	Hong Kong	Primary and Secondary data center for APAC/Australia
US	Matsco Solutions LLC – Aptum	Miami, FL	Primary and Secondary data center for North America
SG	Matsco Solutions LLC - Singtel	Singapore City	Primary and Secondary data center for APAC/Australia
US	NTT Ragingwire	Sacramento, CA	Primary and Secondary data center for APAC/Australia

EZE EMS

EZE EMS - Service Locations

Support for end-users and internal support and maintenance functions may be performed by staff in any of the following locations:

SS&C ICT Service & Data Storage Locations

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Eze – Affiliate Office	Chicago, IL	Application support and maintenance
US	SS&C Eze – Affiliate Office	Braintree, MA	Application support and maintenance
US	SS&C Eze – Affiliate Office	New York, NY	Application support and maintenance
GB	SS&C Eze – Affiliate Office	London	Application support
HK	SS&C Eze – Affiliate Office	Hong Kong	Application support
AU	SS&C Eze – Affiliate Office	Sydney	Application support
IN	SS&C Eze – Affiliate Office	Hyderabad	Application support and maintenance

EZE EMS - Data Storage Locations

Data will reside in one or more of the following locations:

Storage Country	Service Provider	City, State	Data Center Function
US	SS&C Technologies	Chicago, IL	Primary data center
US	Equinix	Secaucus, NJ	Secondary data center
US	Amazon Web Services (AWS)	AWS East	Stores client-selected configuration data for advanced automated trading features

FIXLink Network Connectivity Service

Service Locations

Support for end-users and internal support and maintenance functions may be performed by staff in any of the following locations:

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Advent - Affiliate office	Boston, MA	Maintenance
US	SS&C Advent - Affiliate office	New York, NY	Application Support and Maintenance
US	SS&C Advent - Affiliate office	Chicago, IL	Application Support and Maintenance
US	SS&C Advent - Affiliate office	Union, NJ	Maintenance
US	SS&C Advent - Affiliate office	San Francisco, CA	Application Support and Maintenance
IN	SS&C Advent - Affiliate office	Hyderabad	Application Support and Maintenance
GB	SS&C Advent - Affiliate office	London	Application Support and Maintenance

Data Storage Locations

Data will reside in one or more of the following locations:

Storage Country	Service Provider	City, State	Data Center Function
US	Crown Castle	New York, NY	Primary data center
GB	Equinix LD6	Slough	Primary data center

MarketTrader

Service Locations

Support for end-users and internal support and maintenance functions may be performed by staff in any of the following locations:

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Advent - Affiliate office	Boston, MA	Application Support and Maintenance
US	SS&C Advent - Affiliate office	Waltham, MA	Maintenance
US	SS&C Advent - Affiliate office	Chicago, IL	Application Support and Maintenance
US	SS&C Advent - Affiliate office	New York, NY	Application Support and Maintenance
US	SS&C Advent - Affiliate office	Union, NJ	Maintenance
GB	SS&C Advent - Affiliate office	London	Application Support and Maintenance

Data Storage Locations

Data will reside in one or more of the following locations:

Storage Country	Service Provider	City, State	Data Center Function
US	Crown Castle	New York, NY	Primary data center
GB	Equinix	Slough	Primary data center

SS&C GlobeOp

The tables below show a complete listing of data storage and service locations for SS&C GlobeOp products and services. Services may be performed by staff in any of these following locations.

Not all locations are applicable to every customer’s scoped services. Customers with questions related to their specific operating environment should speak with their SS&C Relationship Manager.

Service Locations

Servicing Country	Service Provider	City, State	Description of Service
GB	SS&C Financial Services Limited - Affiliate Office	London, England	Data processing, Fund Administration activities
IRE	SS&C Financial Services (Ireland) Limited - Affiliate Office	Dublin, Ireland	Data processing, Fund Administration activities
LUX	SS&C (Luxembourg) SARL	Luxembourg	Data processing, Fund Administration activities
IN	GlobeOp Financial Services (India) Private Limited - Affiliate Office	Mumbai, India	Data processing, Fund Administration activities
IN	GlobeOp Financial Service (India) Private Limited	Gurgaon, India	Data processing, Fund Administration activities
HK	SS&C Fund Services (Asia) Limited	Hong Kong	Data processing, Fund Administration activities
US	SS&C Financial Services LLC	New York, NY Dublin, OH Evansville, IN	Data processing, Fund Administration activities
US	SS&C Technologies Inc	Dublin, OH	Data processing, Fund Administration activities
US	SS&C Technologies Inc	San Francisco, CA	Data processing, Fund Administration activities
US	SS&C Technologies Inc	New York, NY	Data processing, Fund Administration activities

SS&C ICT Service & Data Storage Locations

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Technologies Inc	Union, NJ	Data processing, Fund Administration activities
US	SS&C Technologies Inc	Evansville, IN	Data processing, Fund Administration activities
US	SS&C Technologies Inc	Boston, MA	Data processing, Fund Administration activities
US	SS&C Technologies Inc	Missouri, United States	Data processing, Fund Administration activities
CA	SS&C Technologies Canada Corp.	Toronto, Canada	Data processing, Fund Administration activities
SG	SS&C Fund Services (Asia) Pte Ltd -Singapore	Singapore	Data processing, Fund Administration activities

Data Storage Locations

Data will reside in one or more of the following locations:

Storage Country	Service Provider	City, State	Data Center Function
US	SS&C Technologies Holdings, Inc.	Winchester, (KC) MO	Primary data center (SS&C Private Cloud) Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)
US	SS&C Technologies Holdings, Inc.	Yorktown Heights, NY	Primary data center (SS&C Private Cloud) Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)
US	SS&C Technologies Holdings, Inc.	Bridgeton, MO (STL) MO	Primary data center (SS&C Private Cloud)

SS&C ICT Service & Data Storage Locations

Storage Country	Service Provider	City, State	Data Center Function
			Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)
US	SS&C Technologies Holdings, Inc.	Harrison, NY	Supplemental data center Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)
US	SS&C Technologies Holdings, Inc.	Windsor, CT	Supplemental data center Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)
CA	SS&C Technologies Canada Corp	Mississauga, ON	Primary data center (client portal) Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)
CA	SS&C Technologies Canada Corp Toronto Stock Exchange Data Center (TSX) Colo	Toronto, ON	Primary data center (client portal) Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)
CA	Cambridge (17 Vondra Dr) SS&C Technologies Canada Corp	Cambridge, ON	Private Cloud – Primary data center (client portal) New Canadian Production Data Center. Hosting SS&C Cloud and

SS&C ICT Service & Data Storage Locations

Storage Country	Service Provider	City, State	Data Center Function
			<p>migration site for Mississauga & Toronto (Adelaide) Data Centers.</p> <p>Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)</p>
CA	<p>Barrie (612 Welham Rd)</p> <p>SS&C Technologies Canada Corp</p>	Barrie, ON	<p>Private Cloud – Secondary data center (client portal)</p> <p>New Canadian Secondary Data Center. Hosting SS&C Cloud and migration site for Toronto (130 King) & Markham Data Centers.</p> <p>Data processing (provision of data, data analysis, hosting services, computation, data storage, network infrastructure, hardware and software)</p>

SS&C Algorithmics

Information relating to the location and description of ICT services for SS&C Algorithmics

The tables below show a complete listing of data storage and service locations for SS&C Algorithmics. Not all locations are applicable to every customer's scoped services. For questions regarding your specific operating environment and services, contact your SS&C Algorithmics Account Manager. Alternatively, submit a support case in the [SS&C Algorithmics Client Support Portal](#).

Servicing Country	Service Provider	City, State	Description of Service
CA	SS&C Technologies	Toronto, ON	Application Support, Infrastructure Support
CA	SS&C Technologies	Mississauga, ON	Infrastructure Support, Maintenance

SS&C ICT Service & Data Storage Locations

Servicing Country	Service Provider	City, State	Description of Service
US	SS&C Technologies	Windsor, CT	Application Support, Infrastructure Support, Maintenance
GB	SS&C Solutions Limited	London	Application Support
SG	SS&C Technologies (S) Pte. Ltd.	Singapore	Application Support
HK	SS&C Technologies Hong Kong Ltd.	Hong Kong	Application Support
AT	SS&C Technologies Austria GmbH	Vienna, Austria	Application Support, Infrastructure Support
AU	SS&C Technologies Australia Pty Ltd	Sydney, Australia	Application Support
IN	GlobeOp Financial Services (India) Private Limited	Mumbai, India	Application Support
IL	SS&C Technologies Israel (Process Solutions) Ltd.	Tel Aviv, Israel	Application Support
CA	Refinitiv Canada Holding Limited	Toronto, ON	Data Vendor
US	Tullett Prebon Information Inc.	Jersey City, NJ	Data Vendor
US	S&P Global Market Intelligence LLC (S&P Corporate Yield Curve)	New York	Data Vendor
US	New Relic Inc.	San Francisco, CA	Monitoring & Logging Service Vendor

Data Storage Locations

Data for SS&C Algorithmics managed customers will reside in one or more of the following locations:

Storage Country	Service Provider	City, State	Data Center Function
US	SS&C Technologies	Kansas City, MO	Primary data center for North America
US	SS&C Technologies	St. Louis, MO	Secondary data center for North America
AT	NTT Global Data Centers	Vienna, Austria	Primary data center for Europe
GB	Vantage Data Center UK Ltd	Newport, Wales	Secondary data center for Europe
GB	Harlow Operations Ltd (KAO Data)	Harlow, England	Primary and Secondary data center for Europe

Updates

Service Locations and Data Storage Locations may change from time to time, and such changes will be updated to the above accordingly.

Last updated January 06, 2025