



Risk Technology Awards 2022 Winner

Risk.net



Vendor for systems support & implementation
SS&C Algorithmics

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SS&C Algorithmics' implementation and support services include data centre provisioning, solution deployment, optimisation, client training, cutover, production and ongoing post-production support. These are provided using a hybrid agile methodology for implementations within a framework in which the definition of requirements and the availability of input data have been completed. The benefits of such an approach include the early availability of functionality for testing and operation. It also offers flexibility for clients who prefer traditional waterfall or agile approaches.

SS&C Algorithmics' team of 150 functional and technical specialists are a key differentiator. Although the team does work collaboratively alongside third-party consultancies, they are not dependent and they have all the skills required to manage and deliver implementations themselves. The tenure of the team is a significant advantage – many members have been with the company for more than 10 years. The implementation team is also tightly integrated with product management, pre-sales, and research and development as well as other groups. SS&C Algorithmics has delivered successful implementations and refined their deployment methodology over 30 years. Additionally, SS&C Algorithmics' solution advisory group supports clients' financial risk management practices and advises on a wide range of regulatory quantitative, technology, process and data challenges.

In the last year there has been a significant shift towards solution deployments on cloud environments. The Algorithmics managed service solution has benefited from its acquisition by SS&C Algorithmics in that it has now migrated and is operational on SS&C Cloud, now comprising the underlying risk engine within other SS&C offerings. SS&C Algorithmics can also conduct implementations on Amazon Web Services, Azure, Google Cloud Platform's public or private environments, or on clients' on-premise infrastructure.



Vito Scoppio

Overall, the impact of the Covid-19 pandemic has been minimal, and has even resulted in some benefits to SS&C Algorithmics. Clients have been motivated to rely more on vendors and have transferred more work activities to SS&C. And with more clients running the solution on SS&C Cloud, services revenues have increased. The most recent client support user survey shows more than 85% of respondents are satisfied or very satisfied with their support experience, an increase over 2021.

The major effect of the pandemic has been accelerated roll-out of remote access to client environments running SS&C Algorithmics's solutions. Previously, this was largely unavailable or tightly restricted. Where clients have provided remote access to their environments, the projects have continued uninterrupted. When the team had no remote access, they made use of their own infrastructure to provide services. Project delays have been minor and more than 20 implementations were completed in 2021.

The judges said:

- "I like the Algorithmics solution's hybrid and agile approach for cloud."
- "Strong client support model. The tenure of the team at 10 years is key, especially with attrition rates at what they are."
- "Good to see the high volume of experienced specialists on the team and the 30 years of history as well as the self-reliance and independence from third parties."
- "I love how SS&C has actually had elevated satisfaction levels and remote access consideration since the pandemic."

Vito Scoppio, Vice-president, global client success at SS&C Algorithmics, said:

"SS&C Algorithmics is honoured to have won this Risk Technology Award, which shows that we are uniquely positioned to provide clients a fully managed and integrated end-to-end service. Our global presence allows us to manage implementation projects in all geographies. And the service is complemented by our long-standing ability to provide post-production support to clients on a 24/7 basis." ■