

# Risk Technology Awards 2023

Risk.net



**Broadridge**

Managed support services  
provider of the year

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## Managed support services provider of the year

Consistency is a key trait in any managed services relationship. Broadridge's third win in three years for *Managed support services provider of the year* highlights the company's commitment to innovation, its outstanding customer service and its ability to navigate complex risk landscapes.

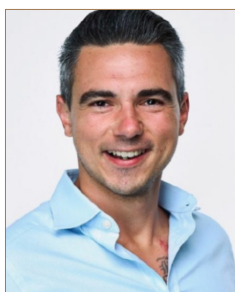
Broadridge's Business Process Outsourcing (BPO) offering covers the entire securities lifecycle, from settlement and clearing to asset servicing, loan administration and fee billing. With more than 40 capabilities, Broadridge's highly customisable services help clients adapt to new regulations, enhance operational efficiency and mitigate risk effectively.

Broadridge also provides securities processing outsourcing in Europe, the Middle East and Africa, and Asia-Pacific through Accenture Post-Trade Processing, a strategic collaboration with Accenture's global business process outsourcing capabilities.

One of Broadridge's distinguishing traits is its ability to effectively mutualise technology and operations costs for sell-side firms. Through continuous roll-out of technological innovation and a BPO housed within a regulated broker-dealer, Broadridge enables clients to focus on their core businesses while benefiting from the company's expertise and operational experience. Recent additions include a blockchain-enabled repo platform, and its Alternative Investment Hub and Shadow Financial Systems' digital asset/crypto post-trade solutions.

A new partnership with trade finance exchange LiquidX has enabled Broadridge to connect corporate treasury and finance professionals to its network and introduce a new InBlock TradeOps BPO service delivering a plug-and-play operations solution in trade finance. The service addresses process and execution issues within firms' trade finance operations, improving the efficiency of the investment lifecycle by up to 50%. The solution supports firms by translating and digitising paper documents, matching and reconciliation, and payment processing, catering to the needs of suppliers and buyers.

Broadridge's BPO is configured to its established front-, middle- and back-office technology, with operations experts and technology 'super users' to manage, scale and industrialise their business. Clients benefit from a predictable outcome-based cost model driven by structured price tiers and related service-level agreements, and can view their data, volumes and



Collin Kitchell,  
Broadridge BPO

BPO processing through a suite of proprietary oversight tools.

Broadridge supports its clients with real-time risk analysis, streamlined operations and proactive monitoring capabilities. The firm's expertise in risk management and financial services, and understanding of regulatory frameworks and emerging risks, allow it to anticipate challenges and offer tailored solutions to mitigate risk effectively. Broadridge takes a consultative approach, collaborating closely with clients to understand their specific challenges and

goals, and design and implement customised managed support services that align with their strategic objectives.

From cyber security and regulatory compliance to data governance and disaster recovery, Broadridge offers end-to-end support across the risk management spectrum. The firm's robust infrastructure and ability to integrate seamlessly with existing systems helps clients optimise operations, enhance resilience and achieve compliance in a rapidly changing landscape.

The firm offers three types of delivery model: wholesale 'lift and shift' managed services, staff augmentation and BPO-on-Demand, a hybrid solution that combines a lighter managed service offering with flexible staff augmentation to scale up resources during peak periods.

### Judges said:

- "One of the best BPO companies in the US securities space."
- "Broadridge has a very good reputation."
- "Strong BPO model and a track record of innovation."

### Collin Kitchell, head of shared services at Broadridge BPO, says:

"We believe it is imperative to deliver a technology-enabled and risk-focused managed service to our clients to effectively drive their businesses, and the financial services industry, to new heights. This belief is engrained in the fabric that weaves our global operating strategy and drives our team to deliver best-in-class solutions, operational resiliency and thought leadership to our clients. We greatly appreciate the team at *Risk.net* for this wonderful recognition and our clients who continue to put their trust in us to be their provider of choice." ■