# Caplin Case Study

# Caplin One: Single Dealer Platform 'in a box

# Sydbank

Sydbank is one of the largest full-service banks in Denmark. It chose Caplin One, Caplin's full solution in a single package, to deliver a MiFID II compliant automated FX trading solution for use by all customers, sales staff and traders.

### Client

Headquartered in Aabenraa, Denmark, Sydbank has grown through the acquisition of other regional Danish banks over the past thirty years. It now has branches all over Denmark and Germany.

Sile     Nater       Total     DRK + 335,330       Sile     Nater       DRK + 365,709,767     DRK + 86,709,767			
Image: constraint of the second sec	1.0     1.00.00     1.00.00     Part       0.0     2.00.00.00.00     2.00.00     Part     Part <th>1     unit     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0<th>32. 44. 47. 94. 02. 01. 51.   44. 44. 44. 47. 94. 10. 10.</th></th>	1     unit     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     1     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0     0.0 <th>32. 44. 47. 94. 02. 01. 51.   44. 44. 44. 47. 94. 10. 10.</th>	32. 44. 47. 94. 02. 01. 51.   44. 44. 44. 47. 94. 10. 10.

# Problem

Despite huge strides in digitisation, there are still many banks that do not offer their clients a comprehensive etrading solution that allows clients to view active market rates, review their trades and orders, and to selfserve.

Many banks that use legacy voice-trading workflows find them to be increasingly unsustainable. Voice trading workflows have high overheads for demonstrating compliance, can be prone to error, and are expensive for serving valued but low-revenue clients.

Sydbank already had an older electronic system that was in need of updating. The pressures of compliance with MiFID II created an additional level of urgency. Looking at the

TODA/Y DKK + 335.330     50%     36       DKK + 335.330     19%     21%     10%       DKK + 335.330     19%     21%     10%       DKK + 305.709.767     BARX     1580     10%       Postens Summary     10%     10%     10%       USAR 78     98.42.00     36%     10%       JFY     +15.718.108     -1.118.650     10%       JFY     +15.718.108     -1.118.650     1     50%       SEX + 11.503.846     +20.456.666     1     50%     1     50%       NOK     +1.275.526     -2.714.741     100%     110%     100%     100%	- DKK 12 231.321 22 July 2017 HT BATE %RGW 100% 50% 100% 25% 100% 25%
DKK     353.330     10%     TMADES TORY     Image: Signal and Signal	22 July 2017 N N HIT BATE & R.GW 100% 55% 100% 25%
DKK # 16C7AMME #215     Distribution Channels       DKK + 86.709.767     BARX     HSK     SOC       Positions Summary     : C     Distribution Channels     Distribution Channels       CV     FCS     PACNX     SOC     Distribution Channels       USD - 667.377     + 1571.6108     - 1116.650     HSC     2     100%       AUD - 1869779     + 237.408     - 150%     HSC     2     100%       SEX + 1.530.846     + 20.456.666     C     2     100%     SOT     0	NTRATE \$ROW 100% 50% 100% 25%
Since 10 Decession 2016     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%     10%	HIT RATE 5.FLOW 100% 50% 100% 25% 100% 25%
DKK + 86.709.767     BAR     HSR     HSR     Score       Postsons Summary     : C     : December 2016     Image: Comparison 2016     Image: Comparison 2016       Corv     FCS     PASox     : C     2     100%     Image: Comparison 2016       USD     - 667.377     + 16432.00     Image: Comparison 2016     Image: Comparison 2016     Image: Comparison 2016     Image: Comparison 2016       GBP     - 288.878     + 9884.00     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -     -	HIT RATE 5.FLOW 100% 50% 100% 25% 100% 25%
Positions Summary     ; ⊘     Liquidity Providers     ; ⊘     Distribution Channels       COT     FCS     PL.:Dox                                                                                                        <	HIT RATE 5.FLOW 100% 50% 100% 25% 100% 25%
CCY     PG.     PA.CNX     VONAC     #TRADES     INF RUTE     NONAC     #TRADES       USD     - 667.377     + 16452.00     BARX     ©     2     100%     SDP 1     ©     4       GBP     - 288.878     + 9884.00     HSFX     ©     0     0%     SDP 2     ©     2     2       JPY     + 15.718.108     - 1.118.650     EBS     ©     1     50%     EL BANK     ©     2     2       AUD     - 186979     + 227.409     HEBC     ©     2     100%     FXALL     ©     2     2       SEK     + 1.430.846     + 20.455.686     FXOM     ©     2     100%     360T     977     0	100%     50%       100%     25%       100%     25%
USD     - 667.377     + 16432.00     BARX     ©     2     100%     SDP 1     ©     4       GBP     - 228.878     + 9844.00     HSX     ©     0     0%     SDP 2     ©     2     2       JPY     + 15.718.108     - 1.118.650     EBS     ©     1     50%     ELBANK     ©     2     2       AUD     - 196979     + 227.408     HSEC     ©     2     100%     FXALL     ©     2     2       SEK     + 1.630.846     + 20.455.686     FXOM     ©     2     100%     3607     _     0     7     0	100%     50%       100%     25%       100%     25%
GBP     + 288.878     + 988.400     HSX     C     0     0%     SDP 2     2     2       JFY     + 15.716.108     - 1.118.650     EBS     C     1     SON     EL BANK     C     2       AUD     - 186979     + 237.408     HeBC     C     2     100%     FY ALL     C     2       SEK     + 1.6.30.846     + 20.455.686     FXCM     C     2     100%     77.401     C     2	100% 25% 100% 25%
JFY     +15.716.100     -1.118.650     ES     0     0.4     200° L     2     2       AUD     -189779     +237.408     HSDC     CO     1     50° L     2     1     00° L     2     2     2     2     1     00° L     2     2     2     1     00° L     2     1     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0     0 <td>100% 25%</td>	100% 25%
JFY     + 15.716.108     - 1.116.650     EBS     COL     1     50%     EL BANK     CC     2       AUD     - 186979     + 227.408     HEEC     COL     1     50%     FX.ALL     COL     2     100%     FX.ALL     COL     2       SEK     + 1.430.846     + 20.455.686     FX.OM     COL     2     100%     360T     _077     0	100% 25%
AUD	
SEK + 1.630.846 + 20.436.886 FXCM = OK 2 100% 360T OFF 0	100% 25%
	0% 0%
GBPUSD × EURDKK × EURUSD × EURCHF × USDZAR	×
1.33 SELL GBP 1.33 BUY GBP 7.44 SELLER 7.44 BUY DJR 1.17 SELLEUR 1.17 BUY EUR 1.13 SELLEUR 1.14 BUY EUR 13.62 SELL GB	SD BUY USD BUY USD
00 ° ° 04 ° ° 02 ° ° 32 ° ° 44 ° ° 47 ° ° 94 ° ° 02 ° ° 01 °	E1
Client Orders : 🖸 Deals over Threshold	
Q, Search all Trades	rch all Trades
Type Client Bought Amount Bought CCY Sold Amount Sold CCY Spot Rate Type Client Bought Amount Bought CCY Sold Amount So	Sold CCY Spot Rate
Spot JS Corp 2,767,017.15 EUR 3,000,000.00 USD 1.0642 Spot JS Corp 2,767,017.15 EUR 3,000,000.00	USD 1.0842
Forward Novebank 2,687,413,49 EUR 20,000,000 DKK 7.4421 Forward Novebank 2,667,413,49 EUR 20,000,000.00	
	DKK 7.4421
Forward Smith & Co 2,284,362.86 EUR 17,000,000.00 DKK 7,4419 Forward Smith & Co 2,284,352.86 EUR 17,000,000.00	DKK 7.4421 DKK 7.4419
Farmard     Smith & Co     2,284,382.86     EUR     17,000,000 00     Dex     7,4419     Forward     Smith & Co     2,284,382.86     EUR     17,000,000 00       Sport     Next Tech     1,753,770.60     EUR     16,000,000 00     NCH     9,1232     Sport     Next Tech     1,753,770.40     EUR     16,000,000 00	
Sport     Next Tech     1.758.776.66     EUR     14.000,000.00     NOK     9.1232     Soxt     Next Tech     1.758.776.40     EUR     1.000,000.00       Formaid     Smith & Co     2.284.342.86     FLIR     17,000,000.00     DKK     7.4419     Forward     Smith & Co     2.284.342.86     FLIR     17,000,000.00	DKK 7.4419
Sport     Next Tech     1758.778.66     EUR     16.000.000.00     NO:K     9.1222     Sport     Next Tech     17.58.778.64     EUR     16.000.000.00       Farward     Smth & Co     2.284.382.86     FILR     17.000.000.00     DKK     7.4419     Forward     Smth & Co     2.284.392.46     FILR     17.000.000.00       Sport     Next Tech     1.758.778.40     EUR     16.000.000.00     NCK     9.1222     Spot     Next Tech     1.758.778.40     EUR     16.000.000.00	DKK 7.4419 NDK 9.1232
Sport     Next Tech     17381778.66     EUR     160000000     NOK     9.122     Sort     Next Tech     17381776.40     EUR     160000000       Ferward     Smith & Co     2,284342.46     FLIR     17,0000000     DKX     7,4419     Ferward     Smith & Co     2,284342.46     FLIR     17,000000	DKK 7.4419 NOK 9.1232 DKK 7.4419

"Since going live in 2018, we have been able to switch off our existing legacy systems resulting in cost savings in both subscription and maintenance fees. In addition, Caplin One has reinforced our strong brand identity. Its use of consistent workflows ensures a best-in-class user experience for our customers, which has enabled us to protect our existing user base and increase our trading volume."

Pia Brink Andersen Head of Markets, Sydbank

## Solution

Sydbank reviewed several options in the market and chose Caplin to deliver a full-service SDP offering 'in a box' relying on Caplin's track record to deliver on time and on budget. From integrating with liquidity providers, price aggregation and margining clients, to executing trades with customers, Caplin One addressed Sydbank's needs. A critical factor in Sydbank's selection of Caplin One was its ability to integrate with Sydbank's existing infrastructure and its flexibility to adapt to future changes in integration points.

#### Project

Caplin completed a proof of concept within a month of contract signing. Together with Sydbank technologists, a detailed roadmap was constructed and a phased delivery approach agreed upon. Less than twelve months later, Sydbank executed its first trades over the new platform and started to reap the benefits of full electronic engagement with its clients.

#### Impact

Having the internal sales team on the same platform as the customer provides an unprecedented ability to deliver support and guidance and provides valuable insights to customers' behaviour and interests.

Furthermore, as a result of full MiFID compliance, customers have the reassurance of protection and stability. With a reduced operational risk, the sales team can focus on selling their seamless user experiences to new customers thus further growing their customer base and revenues.