

Market Evolution offers more than just products. We're a service-oriented provider, too. After all, in order to build great software, we have to have the technical and business know-how to do it. We do. The proof is in the Slovenian capital markets, which has been recognized by the World Bank and the International Monetary Fund (IMF) for best practices. What software do they use? Ours. Our business and technical know-how is backed up by our Microsoft®-based solutions and a network of proven consultants. Together, we can help move your market to new heights. Let us show you through our professional services.

### Technical Training

We train your operations staff to run the systems according to your market's needs, and we provide a technology plan so you can monitor and scope out growth for your marketplace.

Technology training includes these subjects:

- ▶ Implementation
- ▶ Installation
- ▶ Day-to-day operations
- ▶ Maintenance
- ▶ Recovery
- ▶ Troubleshooting

### Business Training

We use the Train-the-Trainer approach so that you can train your capital markets community, and if you prefer us to do that, we can do it, too.

Our business training includes:

- ▶ Functionality training for your market's rules/regulations
- ▶ Training specific for brokers, issuer, custodian, regulators, administration staff and other audiences

### Implementation

We give you a plan to implement our systems and business processes into your capital market's organizations and community. This plan includes:

- ▶ A knowledge transfer process
- ▶ Training syllabus

### Installation

Proper installation is critical to a project's success and efficiency. We'll work with you and teach you so that you're able to install new upgrades and perform maintenance on existing ones yourself.

### Project Management

Through a project plan, we work with you to manage the entire project from requirements gathering through to installation and long-term support.

We provide a project plan that puts structure to your goal of going live while minimizing risk factors.

Our plan includes:

- ▶ Management structure and responsibilities
- ▶ Progress benchmarks
- ▶ Resources
- ▶ Costing

### Maintenance and Support

Since our products are built using Microsoft® technology, an available resource base for a smooth transition to self-support exists.

Our don't systems don't sit on exclusive or obscure technology. We use what's

available and affordable for your market.

But we're here to point you in the right direction or whatever you need.

Our support model includes:

- ▶ Details on the warranty period
- ▶ Management during implementation
- ▶ Extended support agreements
- ▶ Steps toward self-support

**We have the know-how. Let us show you.**

