



## Xceptor DataHub® eliminates data risk, releases operational productivity and scalability across CAPITA

When CAPITA started talking to us they had already grown into the UK's largest provider of share registration services, with more than half of the UK's listed companies on their books. The data explosion generated by this growth was stressing their operations' capability. CAPITA knew that in order to protect it's high levels of service and continue to grow it had to address this challenge.

The Share Plan Unit - our first point of contact - was overwhelmed by data types. They're responsible for tracking monthly share transactions for around 80 clients' employee share schemes and giving a statement of share position at month end. Each client has their own individual data format. 80 different input formats, all handled in a different way had to be combined into one format. Aggregating it was a nightmare: cutting and pasting MS Excel Spreadsheets, a legacy from early days.

This process was of course subject to very high risk of error which became quite costly as CAPITA is liable to compensate clients for loss due to decisions based on inaccurate information. And scaling the process for new clients was costly and difficult as it required hiring new staff to carry out the manual processes.

So they knew that the Xceptor® Data Hub's automation capabilities could provide the rock solid data integrity they needed, in turn eliminating CAPITA's compensation claims and embarrassment, whilst enabling a further growth in volumes.

The Xceptor® Data Hub:

- Automatically collects/gathers data in multiple input formats and processes it automatically in accordance with user set rules. These rules are independent of the input format and do not need to be re-created client by client. A dashboard enables users to monitor progress of data work and set trigger points for exceptions.

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- Is designed to be easy to use by business teams which means it's owned and driven within Operations, not IT. This makes it flexible and adaptable.
- Enables operational scalability. Adding new clients is a simple operations function to set-up. Once done the Xceptor® Data Hub processes the new client data automatically.

Ease of use is matched by ease of implementation. A super user was trained within CAPITA who could oversee central configuration of the data enrichment steps and train the operations team to add new clients and data types. The product was adopted seamlessly. Month end share position errors have been reduced to zero.

CAPITA estimates that in the Share Plan Unit alone Xceptor® Data Hub saves them 136 hours a month in processing and 70 hours per allotment when dealing with share maturities (there have been well over 30 of these in the initial 6 months.). This has released the operations team's productivity. Once the Xceptor® Data Hub had got rid of the unproductive manual data handling they could use their time to perform root cause analysis, and managing exceptions.

The transformation of CAPITA's Share Plan Unit was so pronounced that the Xceptor® Data Hub was implemented in three other business areas: investor relations, venture capital trusts and corporate actions All with equal success to the Share Plan Unit.

“We chose Xceptor® Data Hub because it truly automated our manual processes freeing up our people's time for other more valuable activities and virtually eliminating data risks. The Xceptor® Data Hub's use and it's benefit has snowballed across CAPITA, from it's initial successful use into multiple business functions.’

- **Martin Spooner IT Director, Capita**

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