

IN BRIEF

StarCompliance Software has launched a range of next-generation products to help financial institutions prevent or detect potential employee conflicts of interest.

The company's three products, Star IA, Star BD and Star IA/BD cater for the needs of buy-side and sell-side firms, and those involved in both. The range was developed in conjunction with legal experts specialising in SEC, FINRA and FSA regulations, and is built on .NET technologies using SQL 2005.

www.starcompliance.com

Most leading European retail banks offer SMS and mobile Internet-based banking services, but only five per cent of Web users are using them. A report by **Forrester**, *European mobile banking: an inconvenient truth*, says that those who do use the services tend to be young, technology-savvy males who already bank online and earn above-average incomes. A lack of awareness of services and security concerns are among the reasons for low adoption, says Forrester.

www.forrester.com

The **EFMA Banking Advisory Council** has partnered with **Microsoft** to produce its latest report, *The future role of the 'bank store' and its interconnectivity with other channels*.

Among the key issues addressed by the report are the future role of the branch, the role of technology, how to recruit and train the bank staff of the future, and how to communicate effectively with customers.

The report is available to download at www.efma.com

Ten more Spanish banks have chosen **SunGard BancWare** for asset liability management (ALM) and data integration. The news follows SunGard's recent announcement of the first phase of performance optimisation enhancements to BancWare ALM, in collaboration with Microsoft and Intel. Over 40 banks will now be using BancWare to manage over €2 trillion in assets across Spain.

www.sungard.com

www.intel.com

N4 Solutions has implemented a mortgage point-of-sale solution for **The Mortgage Works** (TMW), a subsidiary of **Nationwide** building society. The solution offers brokers a signature-less application process and a point of sale offer facility. It collects fees online and submits automated applications to TMW's originations system.

www.n4s.co.uk

www.onwindows.com

LEBANESE SWISS BANK SELECTS BANKSERV

Lebanese Swiss Bank (LSB) is connecting to Swift via the BankServ Swift Service Bureau following a full systems upgrade to the latest version of TurboSwift from BankServ. The implementation included a smooth upgrade to SwiftNet Phase 2, and has reduced costs, increased processing efficiency and enabled faster, more reliable swift connectivity.

A leading bank in the Middle East region, Lebanese Swiss Bank was faced with increasing communication costs, disruption to daily Swift services and an impending Swift infrastructure upgrade. It chose the latest version of TurboSwift from BankServ after a detailed evaluation process.

"BankServ's Swift Service Bureau, powered by TurboSwift was the best option in terms of price, service quality and the availability of local support," said

Jean Doumanian, Swift manager at LSB.

"The latest version of TurboSwift has given us the ability to work more efficiently and effectively and we have met the SwiftNet Phase 2 deadline without the effort and frustration often associated with infrastructure maintenance. We have complete trust in BankServ and its local partner, Information Management Limited (IML) and their ability to support our ongoing need for secure and reliable Swift connectivity.

"While working on the TurboSwift upgrade project, BankServ showed a high degree of professionalism, commitment to the project objectives and respect for the project deadlines," added Doumanian.

www.bankserv.com

www.lebaneseswissbank.com

Knowledge bank

HAPPY SHOPPERS

Card fraud losses in the UK high street have decreased by 67 per cent since the introduction of chip and PIN three years ago.

Source: Apacs

Norwich Union partners with Program Framework

Norwich Union Life has chosen Program Framework as a strategic partner to improve the planning and delivery of business change programmes, enabling the insurer to adapt more rapidly to the UK business environment.

The companies will work together to implement Microsoft Project Server 2007 Enterprise Project Management. The solution will improve resourcing processes, enabling more efficient management of staff workloads and more effective use of the resource base.

Program Framework will work with business managers to understand Norwich Union Life's business processes, delivering stronger corporate governance and improved repeatability, and increasing predictability across the business. The company will also deliver the necessary training and consultancy

to help roll out the solution and manage the organisational change inherent in this large-scale enterprise system deployment.

"Organisations of all sizes are recognising the need for first class capabilities to manage and deploy organisational change," said Paul Major, director of Program Framework. "To deliver these successfully requires a pragmatic, robust and effective enterprise solution."

www.programframework.com

www.norwichunion.com