

## Press release

### Crédit Agricole Private Banking Services marks 20 years of its S2i banking IT platform

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Lausanne, 22 June 2012. Hervé Catala, CEO of Crédit Agricole Suisse, and Jean-Claude Favre, the company's COO and Head of Crédit Agricole Private Banking Services (CA-PBS), are pleased to announce the 20<sup>th</sup> anniversary of S2i, CA-PBS's proprietary banking IT platform. Launched in 1992, the Crédit Agricole Suisse logistics centre now leads the Swiss market for Business Process Outsourcing (BPO) and Banking IT owing to the renowned quality of S2i. This success has been built around three core strategies: continuously optimising productivity, aiming for quality and controlling operational risks.

#### **CA-PBS has become a major international player in 20 years**

With its S2i platform, CA-PBS handles the information and back office systems of the eight international private banking entities of the Crédit Agricole Group. It also offers a full range of IT and back office outsourcing services to 16 non-Group banks, both in Switzerland and abroad.

CA-PBS is Switzerland's leading provider of BPO and banking IT solutions. The company is a pioneer in the field, signing its first contract with a private bank in 1994 and a second in 1997. Since then, the trend has gathered momentum and 24 banking institutions in and outside Switzerland now outsource their IT and back office operations to CA-PBS. S2i manages total assets of CHF 115 billion, while around 3,500 users and more than 20,000 end-clients are connected to the eS2i e-banking platform.

Commenting, Hervé Catala said: "BPO is one of Crédit Agricole Suisse's four business lines, along with Private Banking, Capital Markets and Transactional Commodity Finance. It plays a strategic role in our bank's business model and is clearly an asset for our development".

#### **Key factors in CA-PBS's growth**

CA-PBS plans to attract three new BPO clients this year, mainly from Europe and Asia. The inclusion of a new Crédit Agricole Group Private Bank entity in Spain is also scheduled for 2012. The comprehensive S2i-based BPO offering is primarily aimed at mid-sized private banks with between CHF 250 million and CHF 10 billion under management. In 2011 the bank successfully migrated five banks to the S2i system.

In addition, the S2i platform can now handle the tax requirements of nine countries, as well as the European tax system and the US Qualified Investor scheme. Between now and year's end, requirements arising from recent tax agreements in Germany, Austria and the UK will also be taken into account. At the same time, the bank is preparing for implementation of the Foreign Account Tax Compliance Act (FATCA) in the United States.

#### **20 years of continuous improvement**

In terms of upgrades, CA-PBS delivers four new releases of the platform every year. More than 25,000 man-hours are devoted annually to improving S2i software and developing new functionalities. And any developments designed for one client are made available to all the other banks on the platform. Thanks to this sharing process, all the service's clients have a powerful platform that is constantly evolving. Moreover, CA-PBS handles most of the tasks involved in testing the system improvements, thus keeping client costs to a minimum.

#### **Excellence certified**

The compliance, confidentiality and security of CA-PBS's activities have earned it ISO 9001, ISAE 3402 (formerly SAS70) and ISO 27001 certifications. These serve as guarantees to its business partners as to the quality of its services and testify to CA-PBS's unwavering commitment to excellence.

#### **A way to beat the crisis**

By outsourcing their IT and back office operations, small and mid-sized banks can lower their operational processing costs. They also gain access to a powerful logistics platform and a full range of services delivering a higher level of quality than they could achieve by performing these tasks in-house.

With the financial crisis and pressure on costs, banks are now eagerly looking at outsourcing their banking information systems and back office activities. This solution also has many advantages for banks that want to open for business in Switzerland. They will not need their own IT platform or back office, because CA-PBS can offer them a turnkey solution that capitalises on its expertise in Swiss regulations and local business practices.

#### **About Crédit Agricole Private Banking Services**

Crédit Agricole Private Banking Services (CA-PBS), a division of Crédit Agricole (Suisse) SA, is the IT and back office service centre for the Crédit Agricole Group's international private banking services business. The CA-PBS services centre is ISO 9001, ISO 27001 and ISAE 3402 (type 2) certified and employs more than 530 people in Lausanne-Vennes. For more than 15 years CA-PBS has served banks in Switzerland and around the world. With more than 20 client banks currently on the S2i platform, which handles CHF 115 billion in assets, CA-PBS is one of the leaders in Switzerland in outsourced IT and back office services for private banks.

#### **About Crédit Agricole (Suisse) SA**

A subsidiary of Crédit Agricole Private Banking, a holding company comprising the Crédit Agricole Group's main direct wealth management entities, Crédit Agricole (Suisse) SA is active in the areas of private banking services, capital markets, transactional commodity finance and banking business process outsourcing. Backed by the financial strength of the Crédit Agricole Group and its extensive international network, the Geneva-headquartered company is one of the top five foreign banks in Switzerland in terms of client wealth, total assets sheet and shareholders' equity. With more than 1,430 employees, Crédit Agricole (Suisse) SA has four branches in Switzerland – Basel, Lausanne, Lugano and Zurich – and numerous international private banking business locations, including Abu Dhabi, Beirut, Dubai, Hong Kong, Montevideo, Singapore and Tel Aviv. For more information, visit [www.ca-suisse.com](http://www.ca-suisse.com).

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