

ETRMCare[®]

ETRM Systems Support Services from DCT

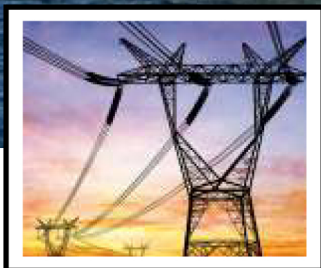
ETRM Systems are the heart of the mission critical trading operations of Energy Companies. DCT aims to help its clients with disruption free ETRM systems and processes, so that the clients can focus on their core business functions. ETRMCare is a comprehensive support services program offered by DCT that encompasses both business processes, and systems support and maintenance.



DCT Solutions Inc

www.dctsolutionsinc.com

Excellence in ETRM



The DCT Advantage



Dedicated Team of Experienced ETRM Professionals



Deep expertise in major ETRM Vendor Solutions



Demonstrated Capability in supporting mission critical trading applications



Proven track record of modernizing system landscapes



Rich experience in system integration and product implementation

Our Offerings



Technical Support

- ETRM applications production support - all major vendor systems including Allegro Sungard, Openlink etc.
- Maintenance and enhancements
- Upgrades
- Nightly process - EOD, price/trade imports
- Data warehouse and reporting



Business Support (Front, Mid & Back Offices)

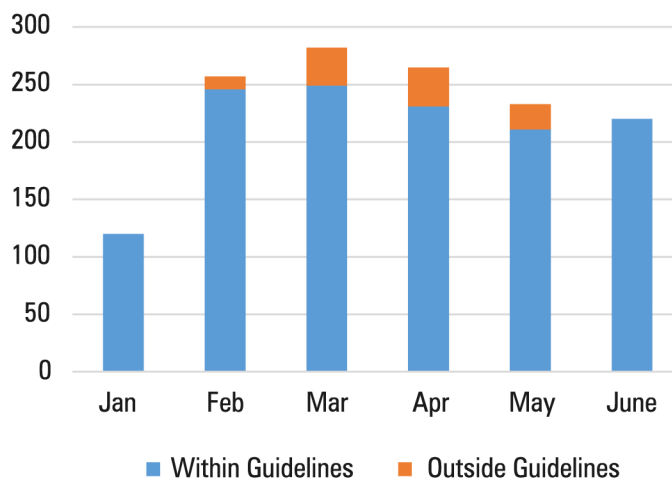
- Daily Price upload processes
- EOD valuations
- VaR calculations
- Position reporting
- Asset valuation
- System configuration to meet business changes.

The Benefits of ETRM Care®

The key to profitability of Energy trading begins with a solid technology landscape that supports repeatable business processes accurately. Here are some of the benefits of ETRM Care

- Technology alone cannot solve business problems, but it is the knack of laying the business process over technology that makes technology work for the business. DCT brings **quantum of experience in the ETRM business domain** to support systems.
- We can employ an **onsite/offsite model** to improve customer service and reduce costs, depending on your requirements.
- The SLA helps clients to assess the system impacts to their business functions and bottom-line. this helps improve the systems landscape to business requirements and enables companies **focus on their core business functions**.
- Depending on your requirements, we can handle **upgrades and enhancements** to ETRM systems.
- We can support systems over the cloud and can support **business continuity** and disaster recovery efforts.

SLA-No. of incidents and resolution within Guidelines



Contact Us



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