



[WWW.FINCAD.COM](http://www.fincad.com)

**FINCAD Client Services provide the following key benefits:**

**Global support**

Email, phone and fax support directly from FINCAD. Toll-free access is now available from 21 countries. For your contact number refer to: <http://www.fincad.com/contact>.

**Rigorous response standards**

To provide responsive service FINCAD Client Services adheres to rigorous standards.

**Scope of advice provided by the support team:**

- Helping clients understand and use the different features of FINCAD software and web solutions
- Selecting the best software or service component for solving a particular problem
- Explaining the results obtained from the use of FINCAD software and web solutions

Over the years financial professionals and software developers have tapped the expertise of FINCAD analysts for a wide range of issues:

- To assist in identifying errors in their spreadsheet implementations or software code
- To verify calculation results in complex problems
- As a sounding board in configuring solutions to their problems
- To access sample spreadsheets from the vast library of FINCAD spreadsheet solutions
- To advise on complex FINCAD software network installations

## FINCAD Client Services Program

The goal of the FINCAD Client Services Program is to help every individual and organization successfully use FINCAD technology.

### What is FINCAD Client Services?

**Customer Support**

FINCAD Client Services provides you with direct access to FINCAD’s finance and system experts by email, phone and fax.

**Guaranteed Access to Maintenance Releases**

An up-to-date support contract includes access to all maintenance releases of your FINCAD software products. Downloads are available on the FINCAD support site: <http://support.fincad.com>

**Responsive Service**

FINCAD Client Services adheres to strict standards that ensure you receive quick, accurate resolution to your support issues. Service objectives are same day response for simple problems, and next business day response for more complex problems. In some cases, complex issues may require multiple communications and off-line research and may take longer to resolve.

**Guaranteed Access to Online Support**

Access a growing number of thoroughly researched FAQs and other resource materials available in the support portal at <http://support.fincad.com>

### How to Subscribe to the FINCAD Client Services Program

All products are now sold on a term license basis and support is included for the duration of the term.

*“The FINCAD Financial Engineering training sessions had exactly the right combination of business and technical guidance, and the instructors really excelled in being able to speak in language that could be understood by both technical and business people. I got the information I needed to integrate FINCAD functions seamlessly into our trading system, and to use FINCAD [software] to test the application results.”*

**Steven W. Donovan,**  
Vice President, Fixed Income Department  
Massachusetts Financial Services

## Contact us

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## FINCAD Professional Services

Whether you are setting up a new options desk or shoring up your derivatives valuation skills, in today's rapidly-evolving marketplace FINCAD Professional Services provides expertise required to help you meet your unique business requirements. FINCAD provides both training and consulting services so you can get the most out of your technology. With FINCAD Training choose from one or more of the available modules and tailor it to fit your needs. If you need to enhance your current FINCAD technology, you can work with a FINCAD consultant to customize your system and find the right solution for you.

### FINCAD Training

FINCAD Training is useful for new users or long-time users of FINCAD products and is designed to give an in-depth understanding of how FINCAD software performs valuations for all kinds of asset classes. You can select one or more modules and have the training delivered remotely or on-site.

### FINCAD Consulting

FINCAD Consulting provides a comprehensive discovery process to uncover core business needs and identifies areas where FINCAD knowledge and resources can solve your derivatives valuation issues. Working with our team of FINCAD product experts, domain experts and premium quantitative research resources, we will help deliver the right solution for you. We offer three types of consulting services – Custom Workbook Solutions, Co-development of Analytics and Advisory Services. Some of FINCAD's past projects include:

- Fixed income, portfolio optimization spreadsheet application for a large, wealth management firm
- Refunding analysis spreadsheet application prototype for a mid-sized bank
- Custom function development for a large, sell-side bank
- CDS portfolio valuation spreadsheet application for a large hedge fund

Please contact your FINCAD representative for more information about FINCAD Professional Services.

## About FINCAD

Founded in 1990, FINCAD provides software and services supporting the valuation and risk management of cross-asset class derivatives and fixed income securities to banks, corporate treasuries, asset management firms, auditors, and governments.

FINCAD is the industry standard for financial analytics used by more than 35,000 financial professionals in over 80 countries. Over 70 FINCAD Alliance Partners embed FINCAD analytics within their solutions.