



Training Prospectus 2012



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Introduction

Welcome to SmartStream Education: the purpose of this prospectus is to enable you to take advantage of the wide range of structured and bespoke product and release-specific training solutions available. It has been designed to ensure you gain the optimal benefit from our products and solutions.

In order to meet the specific requirements of all our clients, our training methodology sets out to offer the flexibility required to ensure it remains relevant to every customer. The focus is on the speedy and effective transfer of product knowledge and best practices, utilising a structured, modular approach. We also offer a range of delivery methods, including computer-based and instructor led training.

SmartStream Education is designed to meet the training needs of all users, including business users, administrators and everyone in between. It delivers:

- End user training for those who are required to operate the SmartStream solution on a daily basis.
- A fixed foundation curriculum, encompassing an introductory level of product administration, configuration and operation.
- An advanced training curriculum is available for more experienced users requiring greater knowledge of their products, solution and environment.
- Instructor led and on-line training modules designed to focus on specific features and requirements.

SmartStream recognises the importance that all of our clients are fully equipped to manage and maintain their mission critical systems and processes. By utilising our training solutions, SmartStream Education enables users to fulfil their responsibilities more effectively.



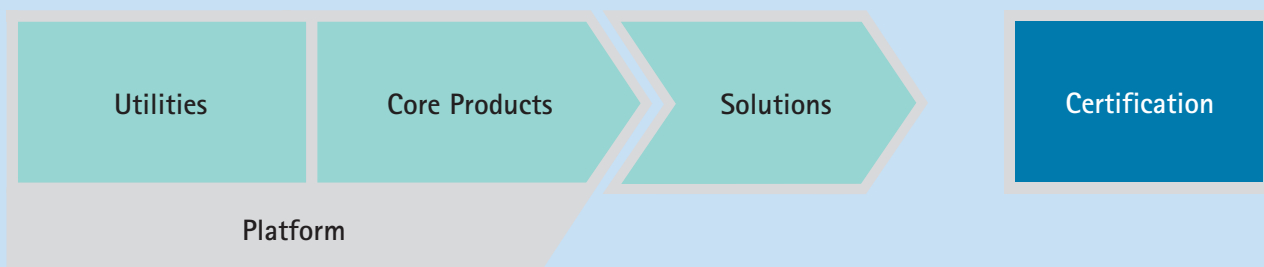
End User Training

End user courses are designed for business users to effectively operate SmartStream's solutions, understand its features and functionality and familiarise the user with the interface and processes.

Available end user courses:

- TLM Reconciliations-Premium
- TLM Trade Finance
- TLM Cash Management
- TLM Corporate Actions
- TLM Corona Cash
- TLM Corona Confirmations
- TLM Corona Investigations
- TLM Corona Securities

Education Curriculums



Foundation Curriculum

The foundation curriculum has been designed to deliver a fixed content programme for new TLM users. It provides an introductory level of understanding, and build on that knowledge to enable TLM users to perform day to day operation and configuration tasks.

This curriculum consists of four parts:

Part 1 – Platform Utilities

This course provides an overview of all utilities used to support core TLM products and TLM solutions. It identifies where each utility fits into the TLM Architecture, along with structured configuration and operation tuition, and exercises designed to illustrate SmartStream best practices.

The products covered in this course are:

- TLM SmartSchema
- TLM Configuration Transfer
- TLM Security Administration
- TLM Corona Message Interface
- TLM Corona Access Control System
- TLM Corona Active

Part 2 – Platform Core Products

Core products are the building blocks used to create SmartStream solutions. Each core product will be a training course in its own right, encompassing how the product fits into the TLM Architecture. Emphasis is also given to the purpose of the product, including business scenarios with configuration and operation tuition and exercises that illustrate SmartStream best practices.

Available core product courses:

- TLM SmartStudio & TLM WebConnect Configuration & Operation
- TLM Control Configuration & Operation
- TLM Reconciliation Administration Configuration & Operation

Part 3 – Solutions

Using business scenarios and process, (as well as SmartStream best practices) each solution training course identifies how to operate SmartStream's solutions effectively and efficiently.

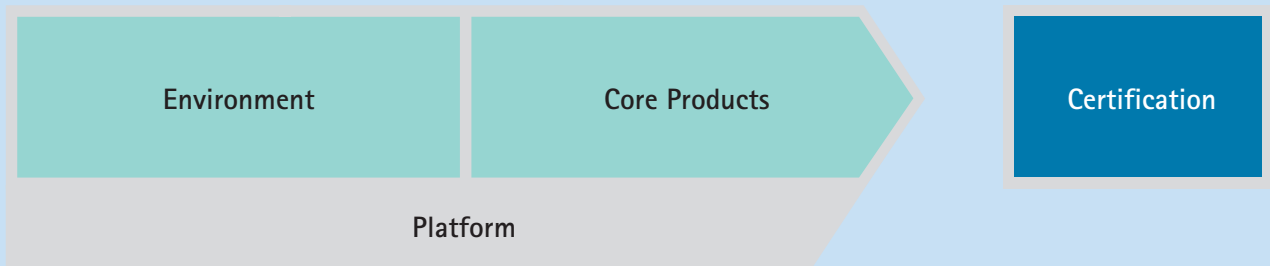
Available solution courses:

- TLM Reconciliations–Premium Configuration & Operation
- TLM Reconciliation Client Configuration & Operation
- TLM Cash Management Configuration & Operation
- TLM Trade Finance
- TLM Corporate Actions Configuration & Operation
- TLM Corona Cash Configuration & Operation
- TLM Corona Securities Configuration & Operation
- TLM Corona Confirmation Configuration & Operation
- TLM Corona Investigations Configuration & Operation

Part 4 – Certification

Each individual training delivery will include periodic assessments and an end of course assessment to ensure that the client has retained the knowledge presented to them.

Also available is an end of curriculum assessment combining all training deliveries into one assessment, ensuring that the client has retained the knowledge presented to them throughout the entire training curriculum programme.



Advanced Curriculum

The advanced curriculum is designed to enhance the knowledge gained by completing the foundation curriculum and on job experience. This is achieved by delivering a higher level programme encompassing back end processes and engine/server operation where appropriate, and advanced product configuration and operation.

This curriculum consists of three parts:

Part 1 – Environment

This course will provide in depth configuration and operation of the environment required to support TLM Solutions. The course includes:

- Architecture Recommendations
- Database Considerations, Performance & Tuning
- TLM SmartSchema & Knowledge Base Considerations
- Static Data Loading
- TLM Server Manager Configuration
- TLM Reporting Considerations
- Archiving Strategy & Recommendation
- TLM Product Configuration and Installation

Part 2 – Core Products

Installation and best practices, including engine/server functionality where appropriate, and configuration and operation of advanced features and functionality of each of the core products. The course includes:

- TLM SmartSchema Advance Configuration & Operation
- TLM Reconciliation Administration Advanced Configuration & Operation
- TLM Control Advanced Configuration & Operation

Part 3 – Certification

Each individual training delivery will include periodic assessments and an end of course assessment to ensure that the client has retained the knowledge presented to them.

Also available is an end of curriculum assessment combining all training deliveries into one assessment, thus ensuring that the client has retained the knowledge presented to them throughout the entire training curriculum programme.



On-Line Training

From time to time, users may require their knowledge to be refreshed. To meet this demand, a library of on-line reference material has been developed. This includes 'how to' guides and video demonstrations of key functionality and procedural steps.

Available on-line training packages:

- Dashboard Design and Configuration
- Matching Configuration
- TLM Recs Premium End User Operation

Bespoke Training Solutions

SmartStream recognises that each client is different. Therefore, a more tailor-made training solution may be required to meet the individual client needs.

The training solution may require the removal of some modules from the structured training solutions, or more emphasis on other modules. Either way, our training courses can be designed to reflect your TLM training solution in a time scale designed to meet your schedule.

Our aim is to provide the same high level of training as per the structured courses including the following:

- A high level overview of the TLM solution in use
- A detailed description of functionality
- Guided hands-on experience on the products
- Structured exercises designed to promote the newly learnt skills and concepts

Examples of some bespoke training solutions are:

- New feature release upgrade training
- 1 day TLM Reconciliations user overview training
- 3 day practical TLM Reconciliations matching training

On the Horizon



We are continually looking for ways to improve the training solutions offered to our clients. Thanks to our feedback procedures, there will be continual adjustments to our structured training solutions to incorporate the changes in the market and business model.

In addition to these small 'tweaks' to our collateral, there will be the issue of new product releases, encompassing new features and processes. Furthermore, the release of entirely new products and solutions designed to meet the advancements in technology and business requirements will always occur in SmartStream. Therefore, new training solutions will be developed and subsequently offered to cover these advances.

In the near future, we will be looking to offer training to cover the following TLM products and solutions:

- Transaction Fees Invoice Management
 - User Operation
- Transaction Fees Invoice Management
 - Configuration & Operation
- TLM Corona Cash, Securities, Confirmations & Investigations
 - How to Guide
- TLM Corona Cash, Securities, Confirmations & Investigations
 - On-line Demonstration

As well as individual product and solution training courses, we are in the process of developing a TLM User Accreditation Program which will encompass all TLM products, processes, features and functionality required to effectively and efficiently enable a TLM user to manage and maintain their mission critical systems.

To enquire about bespoke or future training solutions, please refer to the 'How to Book' section that follows.



How to Book

To make an enquiry regarding an onsite, bespoke training solution - or any other enquiry - including on-line training demonstrations, contact us below at: Email: education@smartstream-stp.com

Guidance on Policies

Full terms and conditions are available upon request.

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Document Information

SmartStream Education: Training Prospectus
Edition 5. December 2011