

Best outsourcing service provider

SmartStream Technologies

Product/service: SmartStream's managed services

Overview

SmartStream's managed services offer financial institutions a hosted, cloud-based platform to streamline operations across reconciliations, cash management, collateral management and corporate actions. Services include solution hosting (SaaS), IT application support, IT change and innovation, and business operations. It addresses challenges like outdated IT infrastructure, rising operational costs, and limited in-house expertise by delivering scalable technology and experienced resources in secure, private cloud environments, helping clients reduce risk, meet regulatory demands, and focus on core strategic goals.

Differentiators

Unlike legacy outsourcing models, SmartStream delivers its own platforms/offers as a managed service, ensuring clients access the latest features and innovations without needing to make infrastructure investments. Services are supported by teams, offered on a dedicated or utility basis, and hosted in virtual private clouds with no shared environments. Robust security standards, AI and machine learning capabilities, and global delivery help set SmartStream apart in a rapidly evolving financial landscape. Operational resilience is embedded through business continuity planning (BCP), distributed denial-of-service (DDoS) protection, web application firewalls (WAFs) and intrusion detection systems (IDS).



Winning the best outsourcing service provider category reflects the trust clients place in our ability to deliver reliable, innovative managed services. It's a strong endorsement of our cloud-first, on-demand approach and the commitment our teams bring every day to ensure operational excellence. This recognition reinforces our mission to help clients modernize, scale and achieve lasting efficiency."

Nick Smith, executive vice president, customer experience and delivery, SmartStream Technologies



The solution

SmartStream provides a fully managed solution combining advanced technology with experienced service teams. Hosted in dedicated cloud environments, the service handles application management, upgrades, data integration, daily operations, and process innovation. Clients benefit from always-on support, reduced overheads and continuous compliance, while SmartStream is responsible for ensuring performance, scalability and operational resilience. This helps institutions achieve operational excellence and align with evolving regulatory frameworks such as the EU's Digital Operational Resilience Act (DORA).

Product roadmap

SmartStream's roadmap includes further integration of AI and machine learning across managed services to improve decision intelligence and predictive analytics. The company plans to enhance automation in onboarding, data management and exception handling, while continuing to scale its cloud infrastructure. Planned innovations include real-time dashboards, deeper workflow configuration tools and extended capabilities for digital transformation, ensuring financial institutions can modernize at pace while meeting regulatory and operational resilience demands.

Recent goals

Over the past 12 months, SmartStream has enhanced its managed services with AI-driven technologies, and expanded and upgraded its cloud capabilities to improve scalability and security. It has also streamlined client onboarding, added new workflow automation features and integrated tools such as Affinity, the vendor's observational learning AI engine. These developments ensure clients benefit from smarter exception management, improved turnaround times, and reduced operational risk, strengthening resilience in line with regulatory expectations.