Case Study

Investor Portal & Depositary System for Leading Exchange in South East Asia.

Problem Statement

In order to enrich its user's experience, a leading stock exchange in South East Asia wanted a platform which would provide the investors more personalized services by giving them more control over their accounts. This was considered to be a prime requirement to establish better relationship between the exchange and its investors. The exchange wanted a system with well-defined roles, access controlled using e-tokens and which would also serve as a depository system to hold securities of investors in the electronic form. Common requirements expected were such as

a)   Billing for services
b)   Enquiry & Reporting
c)   Communication & Security services
d)   System capable of handling a transactional capacity of 50000 trades per day and 10000 trades per hours at peak time with 500 concurrent logins.

A depository system to manage accounts and security with linking to the investor portal was envisioned to streamline the business process right from issuance of securities to managing the depository account.

Solution Provided

NSEIT proposed a two pronged solution for the Investor Portal that would manage the Transaction System to provide services to the investor and Market Data system helpful for market information. Portal accessible via web browser and mobile app was designed to enter, modify and cancel orders directly with the exchange trading system. The portal also maintained investor profile information, retrieve the depository account statement and keep track of fees and charges.
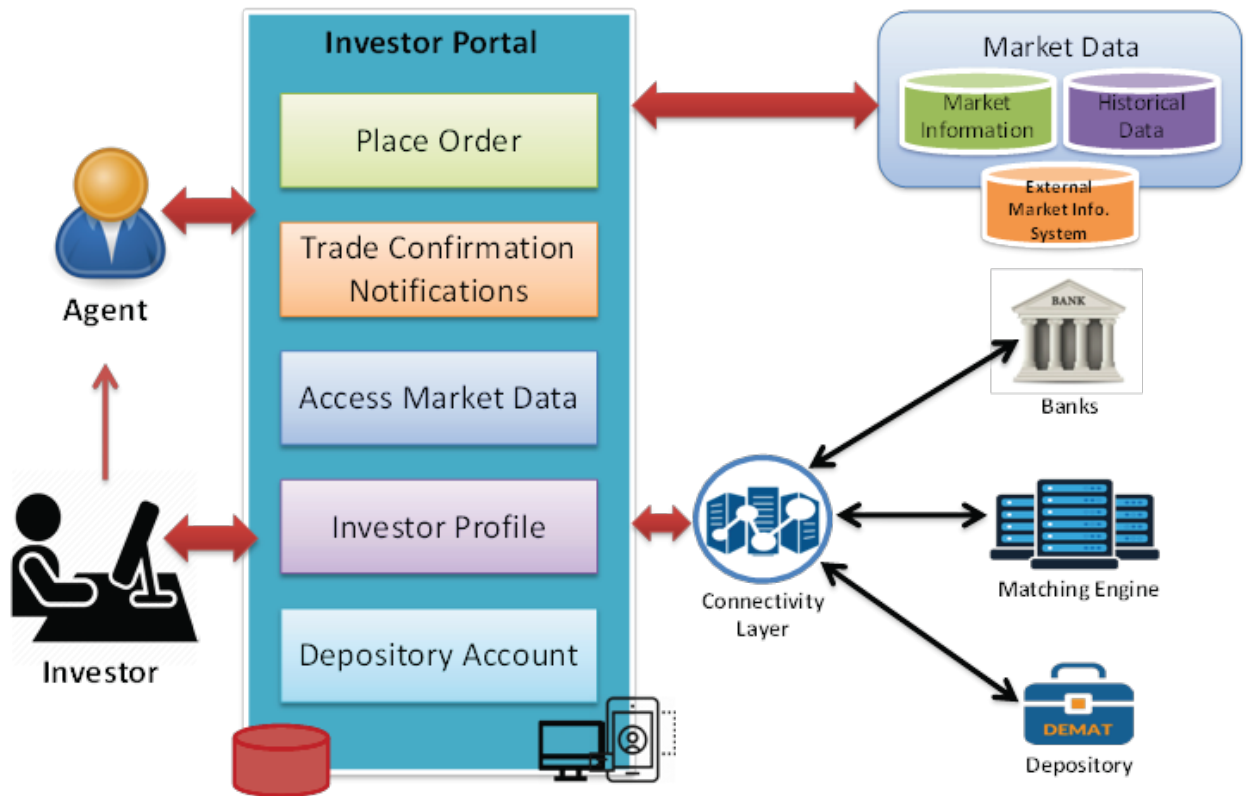
The market data system maintains market information for all the instrument types, providing access to the market information in real-time. It also serves as an interface with the exchange trading system to receive market data in real-time with external market information system. Market information such as Indicative auction information, price, volume, imbalance volume is available to the members on the online portal. Order book information, trade information of price, size, time, type, the indices and other consolidated statistics are accessible to the members at the click of a button. The portal also provides the facility of managing announcements or news to the market.
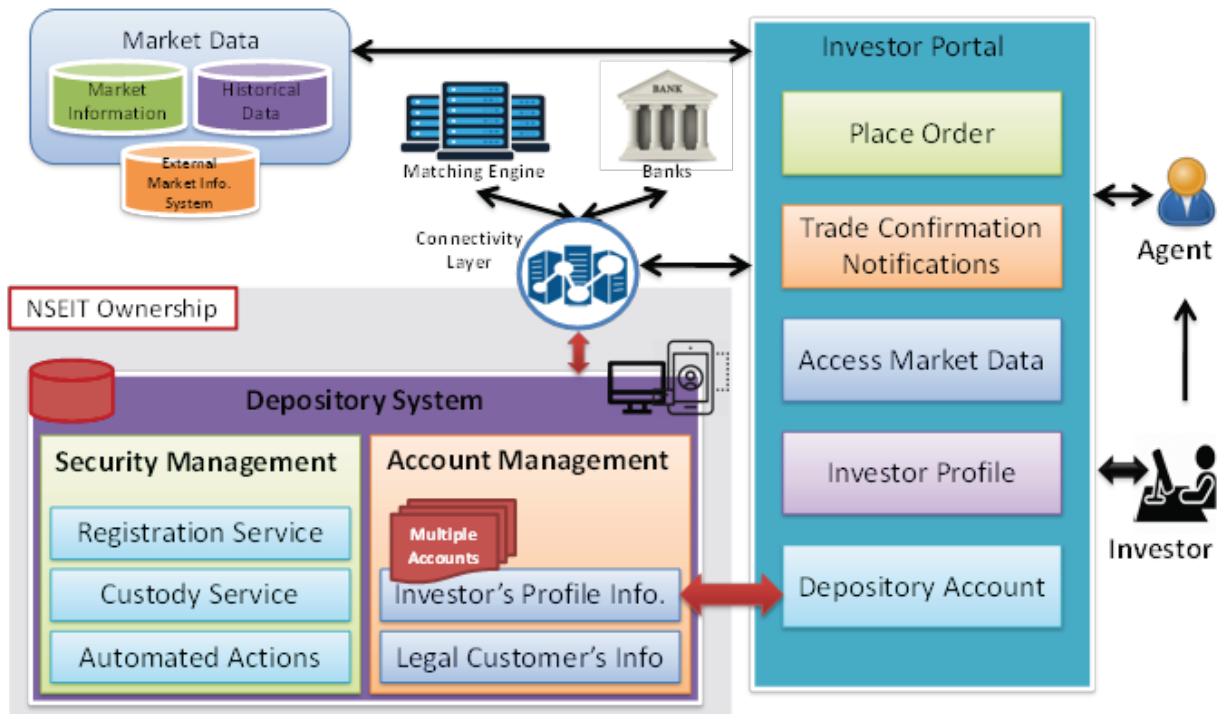
Outcomes

The stock exchange twas satisfied with the solution roadmap provided, project execution and system architecture.
i) Linkage to stock exchange
ii) High traffic management: The investor portal and the depositary system is catering to the high transactional traffic with about 99.9% system availability and is able to create and add investors to the system without any limitations to the number of concurrent users.

1 - Investor Portal

2 - Depository System

A depository system providing registration services, custody management, automating processes and complete depository account management was developed, implemented and supported by NSEIT. The registration service manages the securities, IPO and auction. Portfolio services to investors which include assignment of custodian and reassignment to another custodian by investor along with taxation rules management are provided by this system.