IHS Markit®

IMConnecting Investor Services

Direct, structured, seamless communication with the post-trade environment

IMConnecting Investor Services is a web-based self-service application that enables front-office, middle-office and end-customer users to seamlessly interact with their post-trade environment.

Traditionally, clients interact with back-offices via phone calls, e-mails, fax or paper-based mechanisms. All of these modes require back-office operations staff to interpret and translate their clients' instructions, before manually recording the corresponding information in their processing systems. These methods of applying instructions is inefficient and prone to human error. Additionally, clients have no alternative to making numerous manual enquiries with regards to the processing status of their instructions.

IMConnecting's user-centred design allows front-office or middle-office users to review information on their holdings, transactions, settlement instructions and corporate actions, by themselves whenever required. Users can also trigger one or multiple settlement and corporate actions instructions in a single input by using the intuitive user aid features.

IMConnecting standardizes such instructions in ISO15022/ xml formats, as applicable, and immediately sends them to the back-office for processing. instructions are automated and processed straight-through in the back-office without any manual interpretation or intervention. IMConnecting users can easily keep tab of the back-office processing status of their instructions without the need for calls or e-mails to their operations or client service staff.

IMConnecting is available on our managed hosted service, enabling customers to optimize infrastructure and minimize costs; while benefiting from a strategic, security-centric, SOC-certified solution.

This highly-available fault-tolerant service is built on layers of technology that delivers scalability and security requirements to meet the needs of our customers. The service includes management of all hardware infrastructure and software stack, proactive monitoring and alerting, and data replication and backup.

Transparent communication

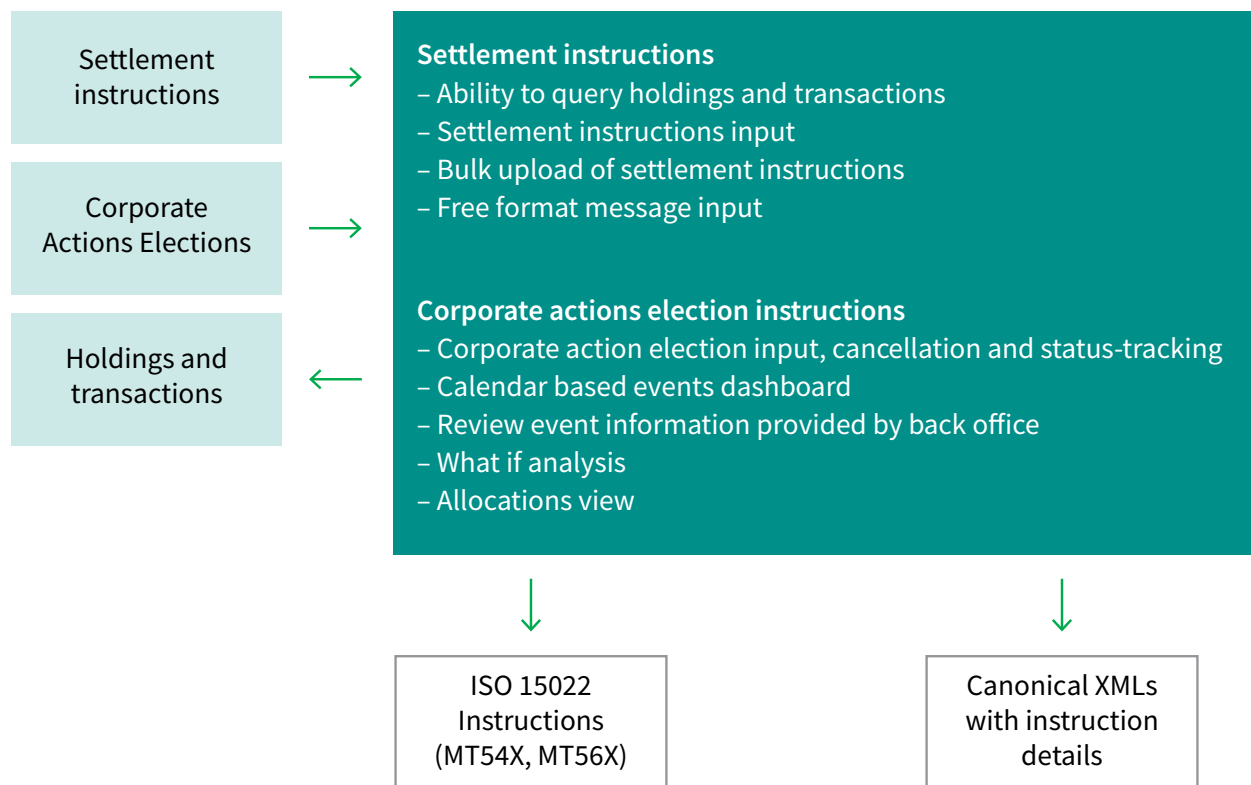Direct communication between front-office users enables real-time dissemination of information in standard formats

Increased operational efficiency

Operational efficiency is enhanced due to a reduction in the need for information enquiry calls and e-mails to the back-office operations staff

Managed risk of misinterpretation

Minimize risk of misinterpretation of instructions over phone, e-mails

Reduced financial losses

Minimize financial losses owing to inaccurate or late application of instructions by back office staff; reduced latency in processing due to standardized automated processing.

IMConnecting Investor Services Solution

Settlement instructions	→	**Settlement instructions** – Ability to query holdings and transactions – Settlement instructions input – Bulk upload of settlement instructions – Free format message input
Corporate Actions Elections	→	
Holdings and transactions	←	**Corporate actions election instructions** – Corporate action election input, cancellation and status-tracking – Calendar based events dashboard – Review event information provided by back office – What if analysis – Allocations view

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ISO 15022
Instructions
(MT54X, MT56X)

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Canonical XMLs
with instruction
details

More information on IHS Markit products and services