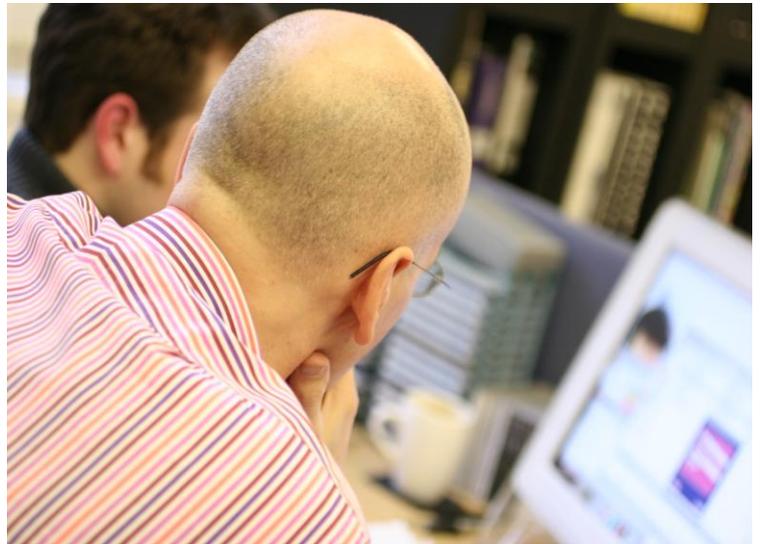


PAC-INVEST
Support Services
Equities Technology Support
2011



A Unique Support Model

1 Active + 1 Backup FTE

We source and charge one full time employee (1 FTE) to our clients, however, 2 FTE's are trained on your systems and then rotated to build knowledge and provide backup.

Knowledge transfer

Our staff are highly motivated individuals who will take initiative and transfer knowledge.

Taking ownership and following up

These are our guiding principles and ensure that no support issues are ignored and tasks are tracked and followed up to their logical conclusion.

Rigorous issue and task management

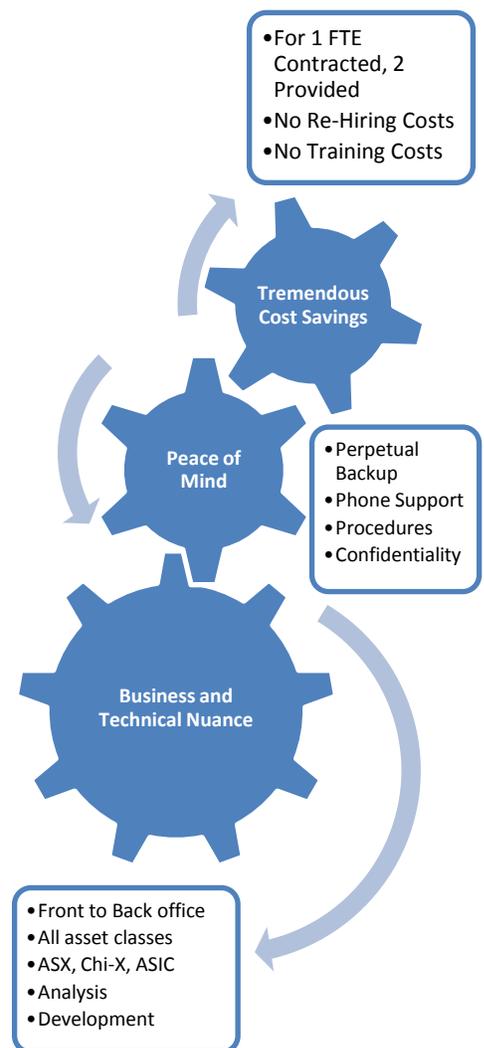
PAC-INVEST use industry leading issue and task tracking software to ensure that a smooth transitioning is maintained between personnel rotating. It also implies that all activities are tracked appropriately.

Keeping staff motivated

A classic lack of motivation usually plagues the support staff. This is not the case with our employees. By rotation and internal project work, we ensure that our people are always working on something exciting – and they are always committed to help solve the client issues.

On site and with direct reporting to client

Our personnel work on site with the client. They report directly to the client IT or Business, within the set confines of the agreement between PAC-INVEST and the client.



Sydney - Tokyo - Hong Kong

PAC-INVEST

Financial technology, Business nuance

PAC-INVEST provide financial technology consulting, software products and custom software development to the global financial sector.

Since our formation in early 2009, we have built a goodwill and following we are truly proud of. Our clients and partners are some of the most well known names in finance and stock broking.

We offer consulting and custom software development of cutting edge, market leading trading technologies to both the Buy and Sell side institutions in Australia.

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