

Doing data differently



Helping the global financial community make informed decisions through the provision of comprehensive, accurate, timely and affordable securities and economic data services.

With more than 28 years' experience, we offer comprehensive and accurate securities reference, corporate actions and pricing data for derivatives, equities, fixed income, and investment funds around the globe. We also cover economic data extensively.

We understand how crucial financial and economic data is and take a different approach as to how we proceed:

- We do not rent data, we sell it.
- We do not have onerous redistribution rules.
- We customize our services to meet your needs.
- We cover all countries - no matter how large or small.
- Finally, we are the cheapest.

As a result of our on-going commitment to providing cost-effective and innovative data solutions, while ensuring the highest standards, EDI has achieved the internationally recognized quality and security certifications ISO 9001 and ISO 27001.

Headquartered in the United Kingdom, we have operations in Australia, Canada, Germany, India, Morocco, South Africa, and the United States.

Our Support Team is available on +44 (0) 207 324 0020, 24 hours a day, Monday to Friday and closed on Christmas and New Year's Day.



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Background

Exchange Data International (EDI) specializes in financial information and provides in-depth reference and market data management expertise. EDI's service involves constructing and overseeing large financial data warehouses.

Through their proprietary database, EDI delivers securities information to data providers, software vendors, banks, stockbrokers, and other financial institutions. This information primarily revolves around securities management and the specific details of corporate actions for companies listed on global stock exchanges.

EDI has a robust global presence with operations in India and Morocco, where their teams interpret and analyze financial data from over 120 countries. The company has offices in:

- Kolkata with 15 staff members
- Vellore with 152 staff members
- Agadir with 61 staff members
- Trichy with 108 staff members
- Morocco with 50 staff members

Outsourcing Financial Data Services allows third-party companies to deploy the creation and upkeep of their core data products to EDI. Alternatively, the facilities are also available to companies providing niche financial information products.

EDI's management has navigated the shifts in the capital markets and devised processes, systems, and software tools to meet the rapidly growing demand. With an ability to monitor reference data and corporate actions from disparate sources, combined with intrinsic legal knowledge of the operations, EDI successfully developed its database.

EDI's dedicated staff are experts in financial data. All processes are fully documented, and any changes or updates are promptly reflected in the procedure manuals, ensuring accuracy and up-to-date information.

Opportunity

Maintaining a security reference database can be tedious and expensive. Companies that outsource these tasks to EDI will receive the data promptly and cost-effectively. Subsequently, outsourcing proves to be more cost-efficient than handling the projects in-house.

EDI's primary clients are niche financial data specialists servicing asset management firms and private investors. These clients turn to EDI as they expand their businesses and seek scalable solutions. They require a partner who understands the language of financial information data whilst helping manage costs effectively.

Several companies have leveraged EDI's expertise for various activities, such as:

- Extensive sourcing of Fixed Income documents and scrubbing of Terms and Conditions for an evaluated pricing company.
- Timely updating of Quarterly, Half Yearly and Annual results from all publicly traded companies in regions like the UK, Australia, New Zealand, and major European, US, Canadian, and Far Eastern indices.

- Real-time remote updates of Broker Recommendations, Executive Personnel Changes, Director's Transactions, Significant Shareholders, and insights from newspapers based on exchange filings and various sources, tailored for an internet content provider. One unique advantage is that clients, especially those in the UK, can benefit from the time zone difference with India, ensuring updates when their day starts.
- Transcription of Investor, Pool and Servicing reports specific to securities like CDO, MBS, and ABS into templates designated by insurance firms.

Experience

Proven Software Skills

Our policy ensures the in-house development of all software require for the maintenance of our proprietary database. Long serving IT staff has given EDI unique technical knowledge to allow numerous online validations, faster modifications to meet the requirements of the Data team and speedy changes to clients' requests or changes in the market.

Vellore

In Vellore, the office has a highly specialized team of 150 data analysts, all educated to a degree level. Backed by state-of-the-art technology, the analyst's source, standardize and input a wide range of financial data. The office is open 24 hours a day to ensure that all data are captured as soon as they are released.

Agadir

In Agadir, a 50-person team works employed as either data analysts or translators. The in-house team has a deep understanding of the complex financial terminology and has experience in sourcing and translating financial notices and news from 8 different language into English. In addition, they translate projects of varied sources in daily frequency.

Kolkata

In Kolkata, the team sources and translates from Japanese to English whilst providing client support, guaranteeing EDI's 24-hour support line.

Process

EDI requires a comprehensive client specification to provide an accurate quotation for potential outsourcing tasks. The process begins internally, with EDI offering guidance on any ambiguities. Under normal circumstances, clients are advised to visit India to acquaint themselves with EDI's facilities.

Delivery of Data

Data can be transmitted to EDI's India location electronically via FTP or email or physically through courier in the form of DVDs or paper. EDI can establish a dedicated SFTP site for streamlined data transfer if needed.

Contractual and Legal Issues

- For US-based third parties: Contracts are established with Exchange Data International Inc., a Delaware-incorporated entity. These contracts fall under New York State Law.
- For third parties outside the US: Contracts are made with Exchange Data International Limited, incorporated in England and Wales, and are governed by English Law.

Payment Terms

EDI invoices its services in either Dollars or Pounds Sterling every month, with a standard payment term of 30 days.

Intellectual Property Protection

EDI prioritizes the protection of its client's intellectual property. To ensure this, a distinct separation or "Chinese wall" is maintained between different teams. Every staff member is bound by employment agreements emphasising the importance of respecting intellectual property rights and maintaining confidentiality.

Efficient Processes

The Worldwide Corporate Actions (WCA) mandate dictates that data be incorporated into the system within 24 hours of its reception, ensuring minimal errors.

This efficiency stems from EDI's management experience handling Corporate Action information for over 6,000 Indian companies, where disclosures were traditionally paper-based and sourced from over 40 distinct channels.

To cater to WCA's needs, these processes were expanded, refined, and adapted to handle data for 100,000 securities within 24 hours while maintaining an error rate of < 0.5%.

Data Model Excellence

EDI's success lies in its adept data models and modelling techniques. Key personnel within the organization draw from decades of business and technical knowledge to deliver effective solutions.

The modular design of the WCA database addresses the shortcomings of the legacy system. It allows swift modifications and additions without disrupting existing frameworks, particularly when incorporating new securities and events.

Unique Coverage

EDI's dedicated team of approximately 180 professionals diligently manage and update the WCA database, which includes:

160	Exchanges
21	Instrument types
110,000	Equity Shares
12,105	Exchange Traded Funds
533,000+	Bonds and Growth
350,000+	Covered Warrants
7,517	Depository Receipts
19,820+	Unit Trusts
1,781	Warrants

Collectively, they add over 660,000 events monthly, pulling from more than 600 distinct sources.

Coding Coverage

Focusing on manual validations and updates, the Cross-coding matrix for securities covers several identifiers, including ISIN, US code, Valoren, Common code, WKN code, Local Code and four Bloomberg's Open Symbology Identifiers. This system provides a coding coverage of nearly 98% across all instruments.

Training and Expertise

Given the niche nature of Market Data information, finding readily available experts are uncommon. All recruits at EDI undergo an intensive three-month in-house training. This immersive experience equips them with a comprehensive understanding of all aspects of market data.

Capabilities

Leveraging a blend of domain-specific and technical expertise, EDI's team excels at:

- Analyzing complex data flows
- Implementing robust controls
- Adapting data models and software as needed
- Segmenting activities into streamlined processes for efficient updates

EDI's team efficiently handle securities administration and manage a vast array of primarily paper-based market data.

EDI is well-equipped to comprehend clients' financial data requirements and consistently deliver tailored solutions.

Case Studies

Web-based content provider

Client Profile

A company based in the UK that delivers content to financial websites.

The Challenge

The client aimed to broaden its quarterly, interim, and annual result information coverage. Initially covering 2,400 companies in the UK, the objective was to expand to 6,500 companies across 23 significant countries.

The Solution

In late 2007, a specialized team of five individuals was established. This team closely tracks financial results announcements on the UK regulator's website and equivalent platforms in other countries. Upon an announcement, the team analyses the results announcement the release for details related to profit & loss, balance sheet, and cash flow. The extracted information is then formatted according to the client's specifications, with adjustments made for corporate actions.

Outcome

Thanks to the dedicated efforts, the client successfully tripled their company coverage. This enhancement in their offering directly led to the acquisition of a new business.

Follow-Up

By 2008, the client expressed satisfaction with the quality and timeliness of the fundamental data provided. As a result, they opted to integrate daily non-fundamental updates, which included details on administrative shifts, director deals, major stakeholders, and broker recommendations for UK-listed firms.

By 2010, the partnership had grown to encompass additional services such as processing annual reports from UK-listed companies for fundamental and non-fundamental data, compiling economic data across various nations, maintaining a company diary, and tracking corporate actions.

What began as a collaboration with a five-member team has now evolved to include 11 dedicated professionals.

Proxy Service

Case 1:

The Client

A UK-based firm specialises in providing proxy recommendations to fund managers.

The Problem

In early 2007, the client faced a significant delay in processing annual reports, taking them over four weeks from public release to forwarding recommendations to their clients. This lag was mainly due to a shortage of skilled personnel who could swiftly process these comprehensive reports.

The Solution

EDI implemented a streamlined process by remotely accessing the client's proprietary software. A dedicated team of analysts was set up to analyse and update the client's database quickly. These analysts were specifically trained to interpret various facets of the reports, including remuneration structures, director's independence, corporate governance, accountability, environmental reporting, financial data, and company overviews.

Given the vast and complex nature of the data, the challenge was not just the volume but ensuring accuracy and speed, especially during peak seasons when the workflow could quadruple. To address this, EDI maintained a large reservoir of trained personnel, ready to handle the increased workload during high-demand periods.

The Result

Not only did the client witness a significant reduction in report processing time, but they also expanded their service scope. From initially covering 1,400 UK-listed companies, they grew to include approximately 1,200 companies across 15 major countries.

Case 2:

The Client

A global fintech company based in the USA, offering advanced technology operations, communications, data, and analytics solutions for the financial industry.

The Problem

In December 2017, the client aimed to source Proxy information related to shareholders' and bondholders' meetings for specific markets: European Markets (Belgium, France, Netherlands, and Germany) and non-European Markets (Hong Kong, Australia, New Zealand). Furthermore, they needed translations of this information to English when necessary.

The Solution

EDI's team members, including the backup staff who cover absences during holidays, sickness, etc., continuously monitor several sources covering Shareholders and Bondholders' general meetings (Ex, AGM, EGM, OGM & SGM) and ensure all information is up to date.

EDI devised a robust strategy where team members and backup staff diligently monitored various sources to handle unexpected absences. They focused on staying updated with general meetings with shareholders and bondholders, including AGM, EGM, OGM, and SGM.

The Results

The client not only received timely and accurately sourced templates but was also able to expand their market coverage. They added the Saudi Arabian market for sourcing meetings & results and included translations for Luxembourg. As a result, their overall efficiency and productivity saw a substantial increase. Moreover, at the client's request, EDI supplies this data in the SRD II ISO format.

Case 3:

The Client

A UK-based global fintech company focused on enabling retail investors and pension members to engage in and benefit from a more sustainable investment system.

The Problem

In February 2022, the client sought to source proxy information concerning all shareholders' meetings for two major indices: FTSE 350 and S & P 500. They also needed translations of this information to English when necessary.

The Solution

EDI's dedicated team, reinforced by backup staff available during holidays and sick leaves, vigilantly monitored various sources. They ensured comprehensive coverage of all Shareholders' and Bondholders' general meetings, voting options, and post-meeting results (AGM, EGM & SGM), maintaining the most up-to-date information.

The Results

With EDI's efficient approach, the client consistently received timely, accurately sourced templates. This support enabled the client to expand their coverage and harness all the requisite information, substantially elevating operational efficiency and productivity.

Events Calendar

The Client

A premier provider of precise international future financial event data and advanced enterprise event calendar systems, serving both sell-side and buy-side institutions.

The Problem

The client sought specific data concerning North American and European Company Earnings, Meetings, conference calls, and company announcements.

The Solution

EDI deployed a dedicated team of data analysts to address this need. With specialised access to the client's data entry system, the team accurately examined the announcements and input the relevant information into the client's template. The reporting schedule has

been organised in a quarterly distribution pattern, and the team now covers 7,623 companies.

The Results

Partnering with EDI allowed the client to receive their data templates promptly. As a result, they could significantly expand their coverage in the financial event data realm.

Share Buyback

The Client

A UK-based company specialising in monitoring and analysing share transactions conducted by directors on their company shares.

The Problem

The client's previous data provider unexpectedly ceased operations, leaving a significant information gap. The client urgently required a reliable source to provide timely processing of financial data related to Buyback Share companies and detailed profiles of key corporate personnel like CEOs, CFOs, and CPOs.

The Solution

EDI promptly assembled a dedicated team to fill this gap. Within a week, the team was fully operational and began processing data on listed companies engaging in share buybacks, along with the detailed profiles the client required.

The Results

With EDI's rapid response and integration, the client could continue its operations and even enhance its product offerings seamlessly. The ability to meet such immediate needs reinforced the client's trust in EDI's services.

Smart Data Technology

The Client

A leading semantic technology vendor catering to the financial services sector, offering data solutions and applications.

The Problem

In late 2016, the client faced a task to extract data from a specific table, the "Schedule of Assets" or "Accountants Opinion," found in the Form 5500 Annual Report. Due to their limited capacity in both manpower and technology, processing this massive amount of data quickly and accurately was proving difficult.

The Solution

EDI swiftly stepped in with its team of analysts who were adept at deciphering the complexity of Form 5500. With their specialised training and efficiency, they promptly processed the necessary reports, ensuring the client had the needed data.

The Results

Collaborating with EDI allowed the client to access and utilise over 100,000 reports annually. EDI's dedicated team consistently delivered these reports on schedule, ensuring the client's operations ran smoothly.

Fixed Income

The Client

A prominent financial data and service provider with over 70 years of experience in offering integrated data solutions.

The Problem

The client needed timely delivery of data on floating rate notes and pool factors for their designated ISIN universe within 1 hour. Additionally, they were keen on incorporating EDI's corporate action and reference data into their systems.

The Solution

EDI dedicated a specialised team to meet the client's requirements. This team focused on scrutinising offering documents for reference data, seeking new data sources, and liaising with issuers across specific time zones. Efforts were also made to enhance efficiency by setting up automated workflows.

The Results

With EDI's intervention, the client efficiently manages over 50,000 pool factors and an equal number of floating rate notes. As a result, their coverage breadth and data accuracy have seen substantial improvement.

Reference Rates

The Client

Multiple clients who provide financial data, services and tailored solutions to investment managers and market data vendors.

The Problem

The clients required timely acquisition and delivery of interbank and other pivotal global reference rates. Given the diverse sources and the nature of these rates, collecting this information promptly was a complex and time-consuming task.

The Solution

EDI deployed a dedicated team of expert data analysts to streamline the process. The team monitored various sources, including regulators, administrators, and central banks. Once obtained, the data was standardised and formatted according to client templates. Secure delivery was executed via FTP, adhering strictly to the service level agreements.

The Results

Due to EDI's proficiency, clients now have consistent access to interbank rates and crucial reference rates from across the globe. Their collaboration with EDI has been so fruitful that

they have further expanded their requirements, with EDI continually adding more reference rates to meet these evolving demands.

Government Bonds Yield Rates

The Client

Multiple clients who provide advanced technology operations, data analysis, invention, and rigorous inquiry-based data to address complex challenges in the financial services industry to pioneer a new era in external data integration within the financial sector.

The Problem

These clients approached EDI to obtain daily and historical Government Bonds Yield Rates from various countries. Lacking the necessary workforce to undertake this, they needed a reliable partner to promptly source and deliver this data.

The Solution

EDI deployed its skilled team of data analysts who consistently monitored various regulatory agencies and central banks to gather daily "Government Bonds Yield Rates". After collating this data, it was structured according to the clients' specifications and then securely transmitted via FTP in line with the agreed service level agreements.

The Results

Due to EDI's expertise, the clients now receive comprehensive Government Bonds Yield Rates across 22 different currencies, encompassing various maturities. This timely and precise data delivery has empowered these clients to fortify their business presence, even in a highly competitive market.

Instruments EOD prices

The Client

Multiple clients, predominantly from the financial services sector, offer diverse services, including financial planning, wealth management platforms, quantitative financial technologies, and backend processing support. Their primary goal is to enable users to grow their wealth, mitigate risks, reduce costs, and uncover new investment avenues.

The Problem

The clients faced significant difficulties in capturing end-of-day prices for financial instruments like Bonds, Funds, Indices, Commodities, and derivatives. Due to the vastness and complexity of this task, they sought EDI's assistance in collating daily price reports from multiple individual instrument sources.

The Solution

EDI, capitalising on its expert team of data analysts, tracked various instrument websites and stock exchange platforms. Their objective was to ascertain end-of-day prices for the specified instruments. Once collected, this data was organized according to client specifications and promptly dispatched via FTP, adhering to the service level agreements.

The Results

EDI now consistently delivers price data for 205 indices, 404 mutual funds, 18 ETFs, 123 bonds, 1 depository receipt, and 7 equity prices from around the globe. With EDI's timely and precise service, clients can offer their users accurate pricing information, empowering them to make well-informed financial planning and wealth management decisions.

Fixed Income Document Sourcing

The Client

The client is a prominent financial data and service provider based in Germany. With a rich history in the financial industry, they specialize in offering information services, data solutions, information structuring, and comprehensive data lines.

The Problem

The client needed to obtain fixed-income documents from a myriad of sources, including debt issuer websites, stock exchanges, and regulatory authorities, all corresponding to their specific ISINs from around the globe. Moreover, they required these comprehensive documents, complete with coversheets, to be delivered promptly via FTP.

The Solution

EDI deployed a dedicated team of analysts specialising in Fixed Income document sourcing. Comprising four members, this team researched the relevant ISINs, gathered the necessary documents, and ensured daily FTP deliveries to the client. In scenarios where data was elusive, our analysts proactively contacted issuers and other pertinent sources across various time zones to fill the gaps.

The Results

With EDI's meticulous and timely approach, the client significantly enriched their database, incorporating a vast array of fixed-income documents from diverse sources. This enhancement augmented their data repository and expanded their coverage across multiple time zones, solidifying their position as a comprehensive data provider in the financial realm.

Fund Document Search and Reference Data Extraction

The Client

A leading German-based financial data and service provider providing information services, data solutions, integrated data, information structuring, and data lines to leading firms in the financial industry.

Based in Germany, our client is a foremost provider of financial data and services. They have a longstanding reputation for delivering information services, data solutions, integrated data, information structuring, and specialized data lines to top-tier firms within the financial sector.

The Problem

At the beginning of 2020, the client wanted to obtain fund documents for their ISINs and extract data from 23 different reference data fields, including non-English documents.

The Solution

With a high level of expertise and precision in processing multiple reference data from different sources, the EDI analyst team processes and delivers the fund documents within the stipulated time frame. EDI's linguistics and analyst expert teams accurately process the non-English documents' reference data and the fund documents.

The Results

The client not only gets the fund documents for their ISINs on time but can now expand their coverage and obtain all the information needed from non-English document sources, increasing the efficiency in helping shareholders to make informed decisions.

Depository Receipts Service Fee and Reference Data

The Client

A US-based Global Financial Services company, operating round the clock and across the globe, trading various financial products, including ETFs, Equities, Futures, Commodities, Options, Bonds, Currencies, and more.

The Problem

In early 2020, the client needed access to depository fee information from various depository banks and reference data for depository receipts. Each bank provided different reference data, adding to the complexity. The client wanted this data to be reformatted into their proprietary templates, a task that would be time intensive. Above all, they needed the data to be processed and delivered promptly.

The Solution

EDI assembled a specialised analyst team known for its expertise in handling depository fee data and reference data from various depository banks. This team was tasked with sourcing, processing, and reformatting the fee details to match the client's templates, all within the established timeframe. The EDI linguistic specialists then processed the data to ensure accurate data processing.

The Results

The client now receives precise fee information for the depository receipts immediately. Moreover, they have a master spreadsheet containing reference data of listed depository receipts updated daily.

Financial Reference Data

The Client

A USA-based financial database company offering comprehensive solutions to asset managers, enabling them to comprehend and respond to carbon risk within their portfolios.

The Problem

In January 2022, the client expressed a need to acquire financial reference data for over 6,000 issuers. Given the laborious nature of this task, the client sought EDI's expertise to compile a detailed report on the reference data of portfolio companies promptly.

The Solution

The EDI's data analysts team continuously monitored various data sources, ensuring that the obtained data was accurately formatted to match the client's templates. The team was committed to delivering daily updates on company reference data and providing financial reference data updates quarterly securely transferred to the client via FTP, adhering to the agreed-upon service level agreement (SLA).

The Results

Collaborating with EDI, the client not only receives the required reference data punctually but has also been able to expand their coverage to a total of 7,000 securities and receives corporate action reference data for portfolio companies such as ISIN changes, Issuer name changes for their portfolio companies.

Treasury Bills and Bond Auctions Data Conversion**The Client**

A UK-based investment management firm specialising in offering alternative asset management services in various investment sectors.

The Problem

In January 2023, the client approached us about converting data related to Treasury Bills and Bond Auctions for six distinct countries. This task was particularly complex and time-consuming. They sought EDI's expertise to ensure the conversion was completed accurately and promptly.

The Solution

EDI's expert data analysts consistently reviewed the raw data sources. They transformed and formatted this data to align with the client's templates. The processed data was securely delivered to the client via FTP, following the stipulated service level agreement (SLA).

The Results

With EDI's support, the client receives the converted data templates punctually and efficiently. This enhancement has empowered them to elevate their operation quality and productivity.

Index Constituents**The Client**

A New York-based Investment firm specialising in providing historical options and implied volatility data and distributes its IvyDB databases to a wide range of investors.

The Problem

In January 2023, the client sought the constituent weights for several USA indices. They needed this data to be processed according to their template and approached EDI for a solution.

The Solution

EDI's data analysts dedicatedly monitor the official sources for each index to capture the required weights. They then format this data to match the client's template and securely deliver the information via SFTP, as per the service level agreement (SLA).

The Results

Due to EDI's streamlined process, the client consistently receives accurate data right on schedule. This dependable service has greatly aided the client in scaling their operations in a competitive market.

Annual Reports and Transcripts Document Collection

The Client

A global financial services firm specialises in offering high-value research, analytics, and business intelligence to the financial sector.

The Problem

The client's objective was to secure annual reports and transcripts for 40,000 issuers from around the globe. Given the immense scope of the task and its time-consuming nature, they sought EDI's expertise to collect these documents from various sources systematically and then promptly upload them via SFTP.

The Solution

EDI's well-trained data analysts diligently traced the issuers' official platforms, stock exchanges, and regulatory bodies and gathered the specified documents. The team then uploaded these documents via SFTP per the service level agreement (SLA) and maintained a daily frequency.

The Results

With EDI's consistent and timely deliveries, the client achieves their document retrieval goals and significantly expands their coverage.

Corporate Data Collection

The Client

A USA-based firm specialising in providing corporate data. With a focus on venture-backed and founder-led companies, they offer a comprehensive commercial intelligence platform globally.

The Problem

The client aimed to gather specific corporate data for all publicly listed companies in the USA, including the Company Registration Number (CRN), State Location, State of Incorporation, and IRS number. For companies outside the USA, the client needed just the CRN. Given the complexity and extensive nature of the task, they approached EDI to research and collate this information systematically, followed by prompt data transfer via SFTP.

The Solution

EDI's dedicated team of data analysts embarked on this extensive research task. They extracted the required corporate data from multiple sources, including regulatory bodies, National Tax Agencies, LEI-lookup platforms, and the Secretary of State databases. The team then compiled and transferred these data to the client SFTP monthly to ensure accuracy and completeness.

The Results

Working with EDI, the client receives the desired data files punctually every month. This efficient data collection and delivery process has enabled the client to enhance both their offerings' quality and overall productivity.

Stocks EOD Prices**The Client**

An India-based institution of national importance with international stature. This is a trusted market infrastructure institution with high standards of corporate governance.

The Problem

The clients faced significant difficulties in capturing end-of-day prices for equity securities from sources. Due to the vastness and complexity of this task, they sought EDI's assistance in collating daily price reports from exchange source.

The Solution

EDI, capitalising on its expert team of data analysts, tracked stock exchange platform. Their objective was to ascertain end-of-day prices for the specified instruments. Once collected, the data was organized according to the client specifications and promptly dispatched via FTP, adhering to the service level agreements.

The Results

EDI now consistently delivers price data for equity prices from around the globe. With EDI's timely and precise service, clients can offer their users accurate pricing information, empowering them to make well-informed financial planning and wealth management decisions.

Index EOD Prices**The Client**

A SWISS based company - Global Provider of Technology Enabled Research. Independent equity research is based on a powerful proprietary model and a broad range of financial indicators to identify investment ideas and manage downside risk. Their unique research blends fundamental, technical and risk metrics to provide actionable insight into the investment process.

The Problem

The clients faced significant difficulties in capturing end-of-day prices for a list of Indices across all regions in universe. Due to the vastness and complexity of this task, they sought EDI's assistance in collating daily price reports from multiple sources.

The Solution

EDI, capitalising on its expert team of data analysts, tracked various websites and stock exchange platforms. Their objective was to ascertain end-of-day prices for the specific indices. Once collected, the data was organized according to client specifications and promptly dispatched via FTP, adhering to the service level agreements.

The Results

EDI now consistently delivers price data for the list of Indices requested by the client. With EDI's timely and precise service, clients can offer their users accurate pricing information, empowering them to make well-informed financial planning and wealth management decisions.

DR Depository book status and ratio changes

The Client

A UK-based company who combines the capabilities of Investment Banking, Advisory and Capital Markets Services, Research and Distribution with a powerful trading platform.

The Problem

The client's objective was to capture and monitor the list of Depository Receipts - books close/open updates catered by the depository banks, and the ratio changes. Given the immense scope of the task and its time-consuming nature, they sought EDI's expertise to collect this information from various depository banks and upload them via SFTP.

The Solution

EDI's well-trained data analysts diligently traced the depository' official platforms, gathered the specified information. The team then uploaded the data via SFTP as per the service level agreement (SLA) and maintained a daily frequency delivery.

The Results

EDI's consistent and timely deliveries empowered the client to make well-informed financial planning to fulfil their clients' requests.

Equity Static Reference Data

The Client

The client is a prominent financial data and service provider based in Germany. With a rich history in the financial industry, they specialize in offering information services, data solutions, information structuring, and comprehensive data lines.

The Problem

The client's objective was to capture equity securities reference data from various markets around the globe on daily basis. Given the immense scope of the task and its time-consuming nature, they sought EDI's expertise to collect this information from various sources and stock exchanges based on their tickets received through email and reply to the tickets by email with attachments of processed files.

The Solution

EDI's well-trained data analysts diligently traced the tickets and gathered the specified equity reference data information. The team then attached these processed spreadsheets via email as per the service level agreement (SLA).

The Results

EDI's consistent and timely deliveries empowered the client to make well-informed financial planning and wealth management decisions.



Customization

EDI is proud to offer the most effective and efficient solutions tailored to meet each individual customer's needs. We offer a range of customization options including:

- Delivery-based solutions to complement existing client infrastructure.
- Content delivered at the geographical or portfolio holding level.
- Feeds delivered in various formats, field content and integrated client level data items.

EDI uses its extensive data research expertise to source, scrub and integrate new client specified data items with existing products and services. For instance, a request from a multinational investment bank to source the DR universe and map it against its underlying share portfolio ultimately led to the development of EDI's successful Depositary Receipt Database.

In addition, EDI was the first vendor to successfully launch an ISO 15022 Corporate Action Messaging feed. This enables customers to reduce costs and increase efficiency by removing the need for multiple feed handlers.

Support

Customer Support

Monday - Friday
Open 24 hours

Saturday
Support Coverage ends 8am
(GMT)

Sunday
Support Coverage resumes at
11pm (GMT)

**Support Coverage is not
available**
Saturday 8am to Sunday 11pm

Call +44 207 324 0020

Email: support@exchange-data.com

Customer support is closed on Christmas and New Year's Day.

We aim to acknowledge all queries within an hour of receipt and answer queries within 24 hours where possible.

We will send a progress report if a query is not resolved within that timeframe. We resolve around 95% of customer queries within 24 hours.

All queries sent to our Support department are filtered and dispatched to the relevant department. An IT staff member is engaged in the communication process to resolve complicated technical issues.



Contact Information

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