

# Optimizing Workflows with Eagle and Fidelity Corporate Actions Solutions

**CALAMOS**<sup>®</sup>  
INVESTMENTS

## Company Profile

**Client:** Calamos Investments

**Location:** Chicago

**Firm Type:** Global Investment Advisor

**AUM:** \$21+ billion

## BUSINESS OVERVIEW:

Founded in 1977, Calamos Investments is a diversified global investment firm whose innovative strategies include equity, low-volatility equity, fixed income, convertible and alternative investments. The firm offers strategies through separately managed portfolios, mutual funds, closed-end funds, private funds and UCITS funds. Clients include major corporations, pension funds, endowments, foundations, family offices and individuals.

## THE EAGLE + FCAS SOLUTION: INNOVATION FOR CORPORATE ACTION PROCESSING

- An automated, exception-based, event-level workflow processes corporate actions throughout the lifecycle.
- Connectivity to the custodian community via the Fidelity SWIFT network helps empower more timely and accurate data delivery
- Automated information transfer reduces processing time, and helps provide investment managers timely and accurate corporate action details to better facilitate investment decisions.
- Automation mitigates financial and reputational risk for Calamos.

## The Business Challenge

Investment firms of all sizes face the challenge of effective corporate actions workflow management. The challenge is especially critical when processing voluntary event elections, as well as the processing of those elections to send to custodians and downstream accounting systems.

At Calamos, corporate actions processing presented a significant opportunity to improve operational efficiency and support long-term growth:

- Running on Calamos' internally developed legacy platform, corporate actions workflow was a highly manual process.
- While investment managers require corporate action information on an immediate basis, custodial firms distribute that information via different channels, and with varying degrees of urgency.
- Calamos' existing corporate action processing platform was not scalable and did not support optimal automated workflows. Furthermore, its core technology was no longer vendor-supported.
- The significant human intervention required in corporate action workflow management exposed the firm to significant risk while placing greater time and urgency demands on investment decision-makers.
- Heightening Calamos' risk exposure, the firm's platform was not compatible with ISO messaging standards and protocols.

***"For decades, the Calamos way had always been to meet our technology needs with in-house builds,"** said Derek Olsen, SVP –Head of Investment Operations of Calamos. **"We realized that outsourcing our corporate actions technology to the right vendor would bring us efficiency and scalability, and greatly mitigate our risk."***

## The Benefits of Collaboration

Calamos selected the Eagle Investment Systems platform to support their portfolio management process, as well as the Fidelity Corporate Actions Solutions (FCAS) fully automated corporate action platform.

For Geoff Frankenthal, VP Director of Company Operations of Calamos, the vision and opportunity were clear:

***"As we reviewed proposals, it quickly became clear to us that Eagle + FCAS had the technology, experience and leadership already in place to answer our needs around corporate actions workflow management. And as our discussions went deeper, we could see how, by collaborating with Eagle + FCAS, Calamos could rise to a leading industry position by implementing a groundbreaking new corporate action solution."***

## More than the sum of the parts

Eagle's exception-based workflow, together with FCAS technology— all managed through an intuitive dashboard interface— enables automated, seamless, end-to-end processing within accounting for mandatory and voluntary corporate action events (including messaging architecture) for Calamos.

## The Solution

The Eagle + FCAS solution delivers vital functionalities in several areas:

### Announcement Capture and Validation

- The solution leverages the SWIFT network and ISO protocols across multiple vendors and custodians to deliver announcements, and provides a best-of-breed announcement record.
- The solution performs continuous validation checks to ensure corporate actions events are captured and updated accurately and on time.

### Election and Instruction Management

- Investment managers automatically receive notifications regarding voluntary elections.
- Elections are communicated back to custodians.
- Elections and event details are processed in downstream systems, with cash events, updates (rebooks) and deletes (cancels) all supported.

### Data Service

- The solution creates a best-of-breed golden copy record.
- The solution validates and enriches corporate action data (event and election level) for use in accounting, performance measurement and other applications.

### Workflow and Automation

- Exception-based workflow and oversight throughout the entire processing lifecycle assures accuracy and reduces risk.
- Automated processes move data between Eagle and FCAS eliminating manual intervention and reducing risk.

## Results

The Eagle + FCAS solution went live in June, 2016. Now, 90% of events are processed automatically, vs. a mere 10% previously. This unprecedented level of automation is delivering multiple benefits to Calamos:

- 69 corporate action types are currently supported.
- Most custodians/sponsors are integrated into the system through the SWIFT network (significantly reducing fax, email, or manual entry to custodian website portals).
- Calamos receives information only for held securities, reducing costs.
- Election management data is delivered straight through to accounting.
- Employees are freed to perform tasks that carry greater value for the firm.
- Risk exposure is further reduced by audit trails generated by automated processes.

Geoff Frankenthal of Calamos concluded, “We have a good working relationship, and effective communications with both Eagle and FCAS, which will continue to help us further improve the process over time. This relationship has been nothing less than transformative for our firm. We're especially proud to have been on the leading edge in the development of a solution that I'm sure will be embraced across our industry.”

**“The Eagle + Fidelity strategic alliance gave us confidence that we would be able to truly solve our voluntary and mandatory corporate action workflow problems and not just integrate two separate systems.”**

Dan Creek,  
AVP-Corporate Actions of Calamos

### WE ARE EAGLE INVESTMENT SYSTEMS

Eagle Investment Systems LLC enables financial institutions to grow their assets by creating operational efficiencies and delivering award-winning solutions for data management, investment accounting, and performance measurement and attribution, supported by an unparalleled level of service. Eagle deploys its solutions via a secure private cloud, Eagle ACCESS<sup>SM</sup>, which hosts and provides on-going support of the applications and systems infrastructure, reducing complexity and risk. Eagle Investment Systems LLC is a subsidiary of BNY Mellon.

Fidelity Corporate Actions Solutions (FCAS) and Eagle Investment Systems (Eagle) are unaffiliated, independent entities. The experience of Calamos Investments may not be representative of the experience of other FCAS clients.

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