



**Linedata**



**Engagement Program**  
Building our shared future

# Linedata Client Engagement Program

**Icon**

**Clients Survey and Roadmap  
Feedback**

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## A. Reminder about the Client Engagement Program

The client engagement program is a Linedata initiative serving our vision to put our clients at the heart of our product strategy and enable continuous, ambitious, customer driven innovation. Our aim is to scientifically validate our development initiatives to ensure we deliver the features that best match our client's needs.

We would like to thank you for your presence at the webinar we held in September and for your time spent filling out the survey.

You will find below our analysis of the survey feedback and the resulting outcomes.

## B. Clients' feedback on Features already built by Linedata

### 1. How Icon clients voted for 2020 features

Table 1 below shows an average client interest of 66% across **features released in March 2021** (up to and including Icon release **7.02**) and demonstrated on the webinar. The top 7 subjects below scored higher than 60% meaning they are most likely to meet your expectations.

With **573 CRs** fixed, more than **16,800 test cases** automatically run, we have made sure that Icon V7.02 meets the highest quality standards.

Icon 7.02 was released on March 22<sup>nd</sup>, 2020. If you would like to upgrade to this version, please contact your relationship manager.

#	Project	Client Interest
1	Icon Bot	86%
2	Encryption	80%
3	Daily Coupon Rates	78%
4	Flexible PL/SQL Schemes	78%
5	Web Icon - Operational Screens	70%
6	SONIA Bonds	69%
7	Structured Loans	61%
8	SFTP Import / Export	42%
9	SSRS Reporting	30%
	<b>Average</b>	<b>66%</b>

Table 1: Icon 2020 Released Projects by Client Interest

## 2. How Icon Clients voted for the cloud

When asked about the use of the cloud, 62% of clients are currently using it in some form as shown by figure 1 below. In the next 3 years, 23% of clients plan to use the cloud with 15% having no plans to do so. The main reasons for not having adopted cloud are security concerns and cost.

We are willing to partner with clients aiming to host their environment in the cloud. Your Relationship Manager is available to start discussions around this offering.

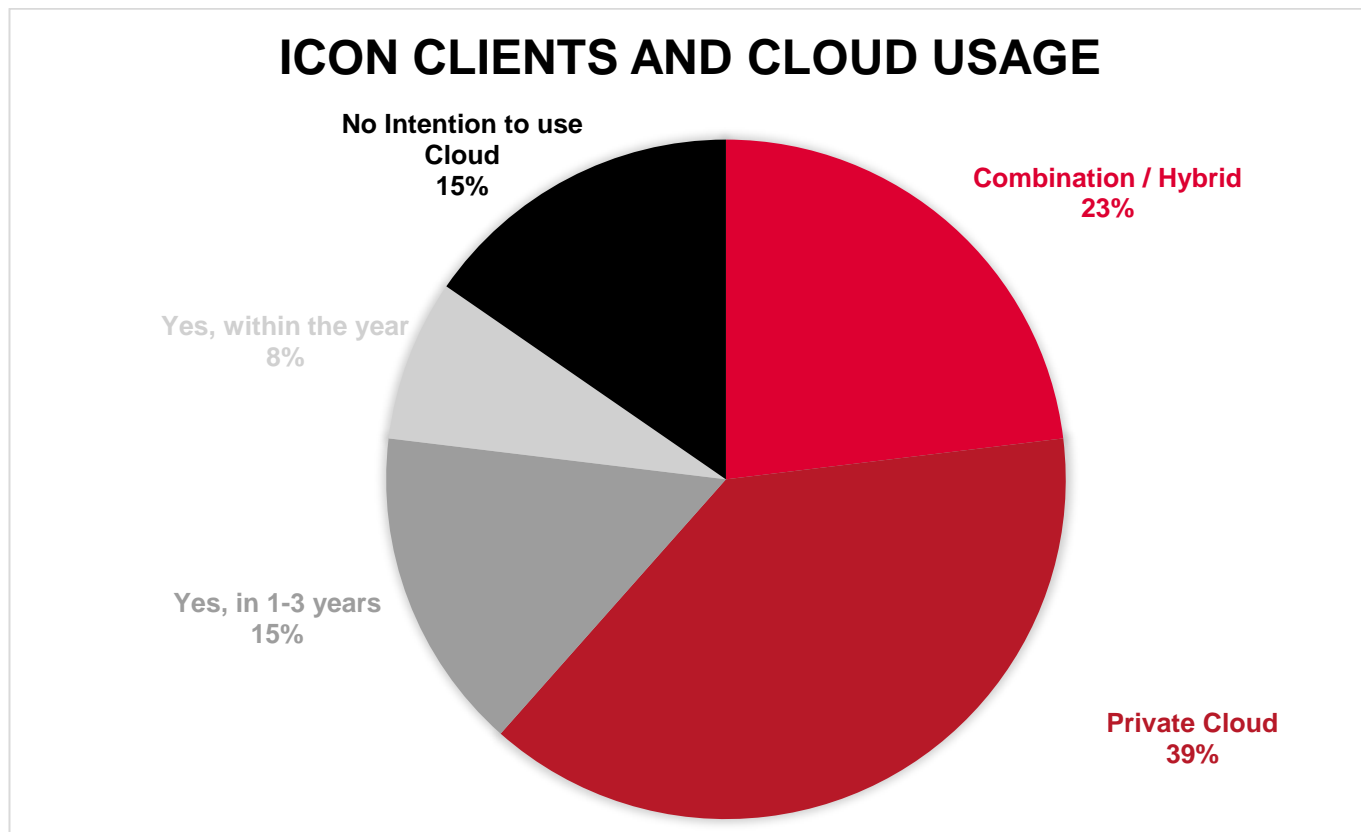


Figure 1: Icon Clients Interest in Cloud

### 3. Linedata Optima

When asked about Linedata Optima, 70% of clients expressed an interest in adopting it as a workflow and exception management platform for the Icon application.

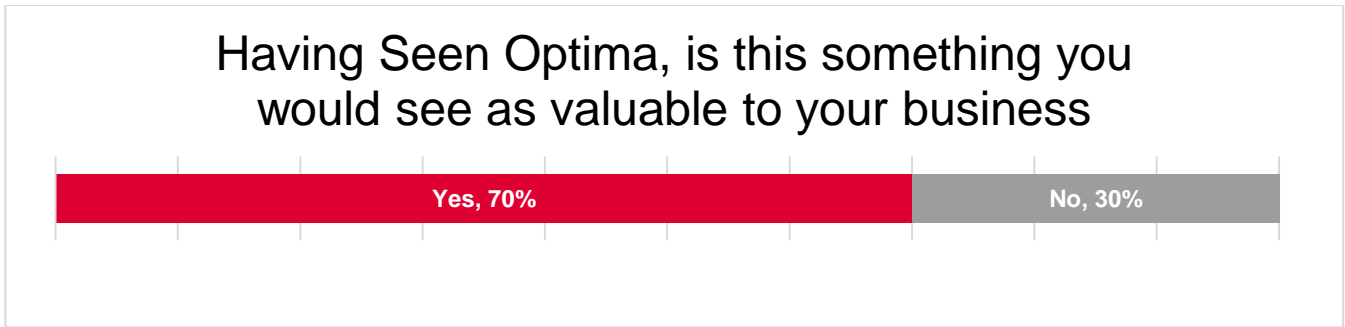


Figure 2: Icon Clients Interest in Optima

Interest in the presented Optima Modules scored a high of 91% for Exception Lifecycle Management, Rules Engine, and Data Analytics. SSRS Reporting (Phase 1) scored the lowest with 30% going up to 95% with the web portal. Table 2 below gives the detailed interest per item:

#	Project	Client Interest
1	Optima Rules Engine	91%
2	Optima Exception Lifecycle Management/Extended Audit Trail	91%
3	Optima Data Analytics	91%
4	Optima NAV Control	88%
5	Optima Machine Learning	88%
6	Associate Exception with Report - run a report in response to an exception	86%
7	SSRS Reporting Phase 1	30%
8	SSRS Reporting Phase 2	76%
9	Web Portal (SSRS Reporting Phase 3)	95%
10	Fund Hierarchies	72%
11	Automation of Icon via Optima - Passing Parameters	38%
	<b>Average</b>	<b>77%</b>

Table 2: Optima Features by Client Interest

Optima’s roadmap for 2021 contains an important milestone with the release of the **Rules’ Engine**, replacing manual data collection and visual checks with automated controls that raise and handle exceptions.

Linedata will initially release around **120 Rules** for clients to use. Your relationship manager can arrange for you to receive a list of these rules and for our team to work with you to build additional rules in line with your requirements.

Linedata Optima 4.0 offers Web Icon embedded, allowing for direct interaction with Icon through Optima workflows.

## C. Future Icon Roadmap

### 1. Linedata Icon H1 2021 Roadmap: Data Management Service (DMS) for Icon

During the client engagement Webinar in September 2020, Linedata presented our new Data Management Service as one of our strategic initiatives, seeking your feedback through the survey.

This initiative will allow Icon users to securely transfer data from different vendors to Icon (using SFTP protocol) in a seamless and agnostic way, with Linedata as the contractual intermediary. **60%** of clients surveyed have expressed a strong interest in this offering, with only **8%** expressing no interest at all.

Given Refinitiv's letter to Icon clients titled "Obsolescence of DataStream Data feed for Linedata Icon", announcing the termination of the DataStream data feed, workshops held with Refinitiv to assess the alternatives concluded that we need to accelerate the actual DMS developments to facilitate migration to DSS as it already covers asset correction which was identified as one of the missing gaps compared to DataStream.

Our focus in 2021 is on the next release of Icon DIP to provide DSS data through our DMS. Our team is keeping clients informed as we progress through this large project.

Linedata is in the process of establishing partnerships with several market leading vendors and we plan to deliver further releases with updated features.

## 2. Linedata Icon H2 2021+ Roadmap

Based on your feedback, Linedata is considering the items listed below as strong candidates for its roadmap starting in the second half of 2021. We will be actively engaging with you in designing and building the features below to ensure they meet your expectations.

#	Project	Type	Client Interest
1	Icon in the cloud	Pending POC	96%
2	Asset specific journals	Enhancement	95%
3	Restrict input access on Trade screens / access to transaction types	Enhancement	91%
4	Capital Gains Tax	Enhancement	87%
5	Stock Dividend Tax	Enhancement	80%
6	User-definable field labels in screens	New Module	99%
7	Web Portal	New Module	95%
8	Optima Rules Engine	New Module	91%
9	SSO (Single Sign-On) - Icon component	New Module	81%
10	Flexible Coupon Payment Periods	New Module	79%
11	Granular Derivation of Flexible Posting Tokens	New Module	76%
		<b>Average</b>	<b>88%</b>

Table 3: Icon Future Roadmap Items (top picks)

### 3. Other topics for discussions:

#### a. Average Interest:

The items in table 4 below received a mid-range score in the survey and are therefore not currently considered immediate priorities. If any of these features are a priority for you, we would welcome the opportunity to potentially build them on a funded development basis. Please contact your relationship manager to discuss further.

#	Project	Client Interest
1	64-bit Icon	76%
2	OIS Indices	70%
3	Modularization Study	69%
4	Dirty vs Clean Price Amortization	67%
5	SSRS Reporting Phase 2	76%
6	Credit Default Swaps	75%
7	Futures/CFD Processing	73%
8	Asset-Backed Securities - Paydown Support	72%
9	Fund Hierarchies	72%
10	Increase CID limit beyond 2000 line	71%
11	GraphQL	70%
12	Web Icon - Internet Compatibility	76%
13	Web Icon - Operational Screens	70%
14	Web Icon - Admin screens	69%
15	Web Icon - New Income Receipt entry	68%
	<b>Average</b>	<b>72%</b>

Table 4: Icon enhancements with a mid-range score

**b. Low Interest:**

The items in table 5 below have a low score, meeting expectations for a lower number of our clients and therefore are not currently part of our roadmap. If any of these features are a priority for you, we would again welcome the opportunity to potentially build them on a funded development basis. Please contact your relationship manager to discuss further.

#	Project	Client Interest
1	Secure FTP	42%
2	SSRS Reporting	30%
3	FlexiData	60%
4	Multi Region Capability	59%
5	Automation of Icon via Optima - Passing Parameters	37%
6	Money market LVNAV calculation basis	31%
7	Audit report Trade Date option	52%
8	Brazilian Accruals fix	59%
9	Additional cost basis	36%
10	Auto-roll forward - new version	48%
11	Modify Verified	54%
12	Simplification of Icon screens	50%
13	Web Icon - Responsiveness	27%
	<b>Average Interest</b>	<b>45%</b>

*Table 5: Icon enhancements with a low score*