

# Canadian Broker Case Study: Accelerated Settlement Metrics & Client Outreach

DTCC'S CONSULTING SERVICES DELIVERS MARKET INSIGHTS, BENCHMARKING, MATURITY ASSESSMENTS, TARGET CONTROL FRAMEWORKS AND PEER ANALYSIS, IN ADDITION TO LARGE-SCALE PROCESS IMPROVEMENT AND CHANGE PROGRAMS BY LEVERAGING OUR INTERACTIONS, SERVICES AND PRODUCTS, AS WELL AS OUR INDUSTRY NETWORK. WE TAILOR THESE DELIVERABLES DAILY TO FIT OUR CLIENTS' NEEDS.

**Project Type:** Diagnostic, Design & Deliver | **Client Type:** Canadian Broker | **Duration:** 12 weeks

## BACKGROUND

DTCC Consulting Services was engaged by a Canadian Broker to address challenges in optimizing their accelerated settlement program and ensuring readiness for the implementation of T+1 in the US. Key objectives included:

- **Support to the Client's Existing Accelerated Settlement Program** - Provide ongoing assistance to enhance the client's current T+1 program.
- **Analyze Client Performance Data** - Utilize DTCC's data and metrics to conduct in-depth analysis of the client's current counterparties' performance.
- **Plan Targeted Client Outreach** - Develop and implement a prioritized and targeted approach for client outreach.
- **Ensure Sustainable Data Analysis Methodology** - Establish a suitable data analysis methodology and ensure appropriate metrics are in place ahead of the T+1 implementation.

## OUR APPROACH

### ➤ PHASE ONE: DATA ANALYSIS OF COUNTERPARTY PERFORMANCE

- Analyzed counterparty performance utilizing data from CTM® and TradeSuite® to inform the client outreach approach in advance of T+1.

### ➤ PHASE TWO: CLIENT OUTREACH APPROACH PLANNING

- Developed a strategic outreach plan based on data analysis, segmenting clients into buckets and drafting tailored communications.
- Worked with the client to agree on roles and responsibilities for the outreach management and progress tracking.

### ➤ PHASE THREE: ACCELERATED SETTLEMENT METRICS

- Ensured detailed tracking and improvement of relevant accelerated settlement metrics, conducting deep dives into the worst performing counterparties, and providing support to the client to prioritize the development of accelerated settlement metrics.

## WHAT WE DELIVERED

### ➤ Workflow Process Models

- Created process models for the US and Canadian entities that incorporate DTCC product usage across the allocation, confirmation, affirmation, and settlement workflows.

### ➤ Performance Metrics Assessment

- Identified key metrics to track data for allocations, affirmations, confirmations, pre-matching, and settlements for US & Canadian entities.
- Performed in-depth analysis of the client's least-performing counterparties to support client outreach prioritization.
- Supported the prioritization of accelerated settlement metrics identification to ensure ongoing analysis.

### ➤ Tailored and Prioritized Recommendations

- Developed list of recommendations by client type/category.
- Provided recommendations for optimal use of DTCC Products.
- Conducted benchmarking analysis for CTM metrics.

### ➤ Client Outreach & Continuity Plan

- Drafted tailored communications for three client segments with respective data analysis and accelerated settlement information.
- Established a client outreach plan with designated roles and responsibilities to facilitate outreach management and tracking.
- Ensured the sustainability of data analysis methodologies and metrics tracking post-DTCC engagement.

## FOR MORE INFORMATION

To learn more about how DTCC Consulting Services can partner with you to help your firm, [contact us](#) via our website.

© 2025 DTCC. All rights reserved. DTCC, DTCC (Stylized) and Financial Markets. Forward. are registered and unregistered trademarks of The Depository Trust & Clearing Corporation DTCC. The services described herein are provided under the "DTCC" brand name by DTCC Solutions (UK) Ltd, an affiliate of The Depository Trust & Clearing Corporation ("DTCC"). DTCC itself does not provide such services. Each of these affiliates is a separate legal entity, subject to the laws and regulations of the particular country or countries in which such entity operates. Please visit [www.dtcc.com](http://www.dtcc.com) for more information on DTCC, its affiliates, and the services they offer.

This material is provided for informational purposes only and should not be relied on for any other reason. The service shall be governed by specific terms and conditions applicable to the service. None of DTCC, its member firms, or its related entities (collectively, the "DTCC Network") is, by means of this material, rendering professional advice or services. No entity in the DTCC Network shall be responsible for any loss whatsoever sustained by any person who relies on this material. 31854\_1C042025 DTCC PUBLIC (WHITE)