

PATRONAS

INSIGHT

stay connected

■ Temenos Multifonds

Handling of alternative investments
in PATRONAS OPUS



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EDITORIAL



Dear customers,

I am pleased to present to you today the already third and purely digital issue of our PATRONAS customer magazine.

Starting with this issue, we would like to offer our customers and partners a platform in the future to bring their companies and USPs closer to the PATRONAS community. On the client side, Tresides Asset Management GmbH makes the start. On the partner side, RegTech-Provider FundHero S.A. and SynoFin Risikomanagement Service AG briefly introduce themselves.

Review

Another year has passed, and again, it has been full of turbulence and great challenges. The shock waves of COVID-19 had not yet been digested when Europe was confronted with the Russian invasion of Ukraine. The war led to a huge wave of refugees and an energy price shock the likes of which we have not seen since the seventies. Inflation data reached double digits in the short term and ushered in a lasting turnaround in the interest rate market, the effects of which we cannot yet fully assess today. We got a small foretaste from the bank quake only a few weeks old, which brought down heavyweights like Credit Suisse, among others.

In the meantime, the interest rate turnaround has also reached the real estate market. Commercial properties in particular, which have benefited massively from low interest rates in recent years, are currently under significant pressure. Despite these difficult conditions, our company has developed very well over the last 12 months.

We have started the year 2023 optimistically and full of drive. With over 18 percent growth in turnover, we are currently tying up with our successful years before 2019. We have now migrated our core products PATRONAS OPUS und PATRONAS TradeDirector, which are based on the latest technology, to almost all of our existing customers. The increased replacement of

competing products and the fact that we regularly make it to the last round of pitches – usually even to the final selection – shows that the many years of investment in the renewal of our products has paid off – not only for us, but also for our customers.

The merger with niio finance group AG is also beginning to bear fruit. Especially in sales, we benefit from a significantly expanded network and cross-selling effects. The Robo-Advisor, which we offer in the Group as a white-label solution and which paves the way for asset managers to have fully digitalised and highly efficient access to smaller assets, is attracting great interest.

This year, our focus continues to be on the development of our web front-end and the expansion of portfolio analytics with a focus on performance attribution and contribution. Here we work with the consultancy d-fine as a sparring partner and plan the finalisation as a web front-end solution in Q4 2023.

For now, I hope that you enjoy reading and gain new insights with our third issue of PATRONAS INSIGHT.

Yours, Carsten Osswald

PATRONAS Co-Founder
and Managing Director



OUR NEW CUSTOMERS

In 2022, we were once again able to welcome new members to our ever-growing PATRONAS family.

We would like to thank all new customers for their successful cooperation during the implementation project.

We wish you much success in the new system world.

PATRONAS QuickStart

Your fast and cost-efficient access to PATRONAS OPUS!

PATRONAS QuickStart includes the complete management and hosting of all hardware and software components as well as the provision and maintenance of all required master and market data.

- | Alpina Fund Management S.A.
- | Amfileon AG
- | Praeclarus Invest GmbH
- | Quantic Financial Solutions GmbH
- | Rhein Asset Management S.A

PATRONAS OPUS

Our core product: an integrated solution for portfolio, risk, compliance and order management. PATRONAS OPUS helps portfolio and fund managers as well as investment advisors to optimise their entire investment and trading processes.

- | BIT Capital GmbH

PATRONAS TradeDirector

The innovative and powerful order and execution management solution for both buy-side and sell-side traders.

PATRONAS TradeDirector gives you the tools you need to manage your order flow.

- | BIT Capital GmbH
- | Kreissparkasse Köln

04



OData - THE NATIVE EXCEL INTERFACE TO PATRONAS OPUS

OData - THE NATIVE EXCEL INTERFACE TO PATRONAS OPUS



05

Until now, with PATRONAS OPUS you could already quickly and easily receive displayed data (e. g. portfolio, order book, master data) directly via Generic Export as an Excel file for further processing. PATRONAS has set itself the goal of providing you with even more support for regular data queries. We asked ourselves how to map this with a modern technology framework in a most reasonable way.

Our approach:

The tried and tested PATRONAS OPUS already enables this task very well via our REST API. Therefore we worked on making the strength of the system - a modern and flexible API framework - available to users who do not develop themselves.

The solution:

The Open Data Protocol (OData) is an http-based protocol for data exchange between compatible software systems, in our case between MS Excel and PATRONAS OPUS. OData works on the basis of entities, i. e. defined, typified classes with properties.

This means that OData can also be used by end users who want to directly use relevant entities for an evaluation. You can therefore easily create queries optimised for your use case in OData. To do this, it is sufficient to use an Excel version more recent than Excel 2016 and to have created a user specifically for the use of OData.

Your benefit:

With this technology, you can easily access the data of our integrated portfolio, risk, compliance and order management solution PATRONAS OPUS from MS Excel and thus create the basis for regular reports.

Good to know: OData is documented in the PATRONAS OPUS HelpCenter, and we also offer training on this topic upon request.

Contact:

Please contact us at academy@patronas.com for enquiries about training or if you need direct support in creating OData use cases.

Examples of current application scenarios of our customers:

- Portfolio enquiries, asset allocation evaluations based on them
- Passing on data to external parties, e. g. fund databases
- Checking stored data, e. g. comparison with data supplier
- Reconciliation of model portfolios with pre-trade portfolio, especially for complex ESG mandates
- Evaluations within the scope of authorisation management, e. g. overview of assigned user authorisations

Portfolio	Accounting Date	Status
21701	2019-01-01	OK
21702	2019-01-01	OK
21703	2019-01-01	OK
21704	2019-01-01	OK
21705	2019-01-01	OK
21706	2019-01-01	OK
21707	2019-01-01	OK
21708	2019-01-01	OK
21709	2019-01-01	OK
21710	2019-01-01	OK
21711	2019-01-01	OK
21712	2019-01-01	OK
21713	2019-01-01	OK
21714	2019-01-01	OK
21715	2019-01-01	OK
21716	2019-01-01	OK
21717	2019-01-01	OK
21718	2019-01-01	OK
21719	2019-01-01	OK
21720	2019-01-01	OK
21721	2019-01-01	OK
21722	2019-01-01	OK
21723	2019-01-01	OK
21724	2019-01-01	OK
21725	2019-01-01	OK
21726	2019-01-01	OK
21727	2019-01-01	OK
21728	2019-01-01	OK
21729	2019-01-01	OK
21730	2019-01-01	OK
21731	2019-01-01	OK
21732	2019-01-01	OK
21733	2019-01-01	OK
21734	2019-01-01	OK
21735	2019-01-01	OK
21736	2019-01-01	OK
21737	2019-01-01	OK
21738	2019-01-01	OK
21739	2019-01-01	OK
21740	2019-01-01	OK
21741	2019-01-01	OK
21742	2019-01-01	OK
21743	2019-01-01	OK
21744	2019-01-01	OK
21745	2019-01-01	OK
21746	2019-01-01	OK
21747	2019-01-01	OK
21748	2019-01-01	OK
21749	2019-01-01	OK
21750	2019-01-01	OK

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Example: result of master data query

Accounting Date	Accounting Name	Portfolio Name
2019-01-01	70841	post booking portfolio

Die Daten in der Vorschau werden aufgrund von Größenbeschränkungen abgeschnitten.

Example: portfolio query

HANDLING OF ALTERNATIVE INVESTMENTS IN PATRONAS OPUS

Did you know that PATRONAS OPUS can handle the cash management side of alternative investments, i. e. private equity and private debt? Moreover, PATRONAS OPUS can accomplish this task fully integrated into the investment compliance process. That means you can verify that your cash level is compliant on the full timeline of your investments, just to give an example.

All this is done based on data regarding your capital commitments, capital calls and capital distributions in PATRONAS OPUS.



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How do we do this? Let's have a closer look at this process:

From an investment idea to a compliant investment plan

Investment Project will be entered into PATRONAS OPUS with all necessary information (including all cashflow)

The investment itself will be checked by pre-trade compliance checks including the current portfolio circumstances

In this check, not only the current investment situation will be included, but also the projected cashflow of all assets of the portfolio, as well as any other cashflow within the fund like capital calls, distributions, etc. (cash forecast)

Everything relevant at a glance

- Investors register, giving the complete details of commitments, called amounts, issued shares and shares redeemed
- Generators, creating capital calls and distributions with a large set of

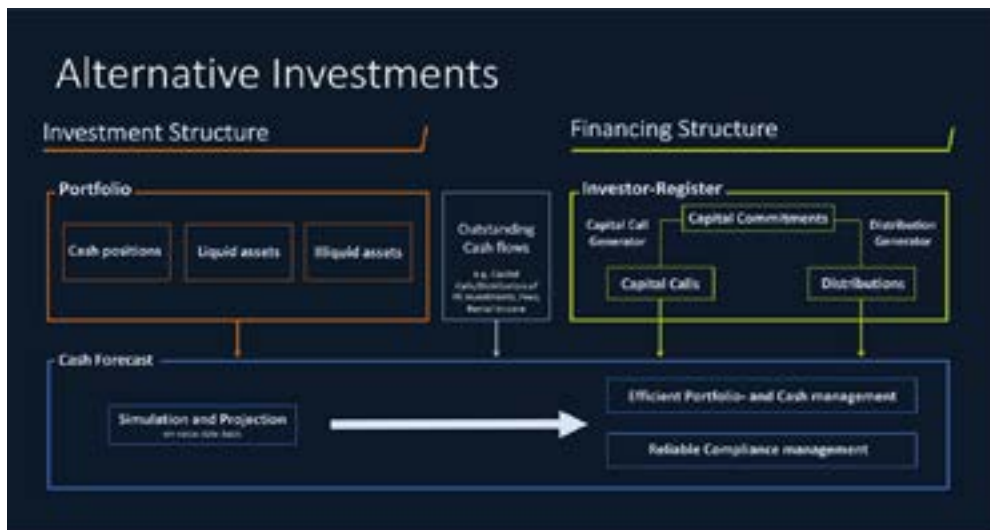
parameters simplifying and accelerating your cash management

- Cash positions and cash forecast, projecting the development of cash over time to visualize impacts

Alternative Investments in PATRONAS OPUS with investment structure and financing structure

You would like to have a single solution for efficient management of Alternative Investment Funds along with your liquid assets?

You can manage your liquidity for the full Alternative Investment value stream in PATRONAS OPUS.



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Why should you consider our solution for managing your alternative investments?

Benefits:

Comprehensive

full integration in the modules of PATRONAS OPUS

Consistent

investing in liquid and illiquid asset classes using the same system mechanisms

Focused

specific requirements for the assets in an alternative investment environment can be covered

Compliant

seamless interaction with the compliance module

Forecast & Simulation

cash forecast and simulation covering the full timeline of all relevant positions specific cash relevant positions can be added from external sources

Are you interested?

The functionality is already available in your PATRONAS OPUS system!

Please book a system demo or a consulting session by contacting academy@patronas.com.

We are looking forward to hearing from you.

TEMENOS MULTIFONDS

As PATRONAS collaborates with Temenos Multifonds, we would like to present this very interesting company to our customers:

Temenos offers cloud-first, AI-driven solutions enabling fund administrators, asset managers and insurance providers to transform their operations to enter new markets, launch new services and win new business.

The unique Explainable AI (XAI) enabled solution, Multifonds, offers a single, global platform to consolidate fragmented, legacy systems, increase control and oversight, and reduced operational risk. Supporting over \$10 trillion in assets and more than 30,000 funds globally, Temenos Multifonds partners with 9 of the top 15 global fund administrators, as well as many other institutions including: Alternative Administrators, Insurance Providers and Asset Managers, both traditional and alternative.

The Multifonds platform delivers the functionality, scalability and flexibility to address the demands of investors and the asset management industry today and tomorrow.

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Investment accounting

Temenos Multifonds supports traditional and alternative funds and combines key asset servicing, position keeping, valuation and accounting functions for all structures of pooled vehicles and funds, across multiple jurisdictions.



Workflow and exception-driven processing

Workflow and exception-based capabilities enable fundamental improvements to the efficiency of fund operations, letting users improve their own efficiency and service quality while meeting the tightest NAV and distribution deadlines.



Intelligent reporting

Gain easy access to customizable reports, in multiple formats, to speed up the work of investigating discrepancies and provide a fast response to changing regulatory requirements and client requests.



Wide asset coverage and multi-jurisdiction support

Support clients launching new products and entering new markets by consolidating fragmented, legacy systems and instead deliver multi-asset, multi-jurisdiction support across a wide range of fund structures and fund requirements on a single, global platform.



Fully integrated IBOR and ABOR

A flexible, real-time investment accounting engine with integrated Investment Book of Records (IBOR) and Accounting Book of Records (ABOR) views to support and provide services to the middle and back offices throughout each day, including multiple and/or ad-hoc valuations and NAVs.

Investor servicing & transfer agency

Multifonds streamlines the distribution chain by digitizing the onboarding process with a modern technology platform. Leveraging a sophisticated Investor Servicing app, through to the APIs which seamlessly integrate SWIFT and NSCC counterparties will create new efficiencies and reduce risk. Temenos Multifonds offers the ability to enhance investor services with digital capabilities including on-boarding, client engagement and compliance (including AML, KYC, FATCA and CRS compliance and reporting).



Digital, data-driven solutions Apps for distributors and retail investors offer self or assisted onboarding capabilities, direct access to investments into funds and review of the evolution of their portfolio over time.



Automation, workflow and controls Integrated workflow, controls and exception management frameworks to enhance levels of automation and oversee your operations through an exception-based processing model.



Flexible fees and commissions Support for the calculations of performance and incentive fees, distribution fees, retrocessions and commissions.



Alternatives Support for private equity and real estate funds, and hedge funds.

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Navigator

Temenos Multifonds Navigator is a net asset value (NAV) shadow, oversight and contingency solution designed for asset managers, insurance firms and pension funds to deliver an automated, low-touch and timely user experience.

Providing users with a solution with the following features:

- Independent of your primary fund administrator
- Available remotely through the web, with an intuitive, modern user interface
- Easy/highly automated to start and run on a daily basis
- User-definable controls for ongoing refinement of oversight procedures

Why clients choose Temenos

- Supporting 9 of the top 15 global fund administrators
- Cloud-native, cloud-agnostic platform and API framework that delivers broad functionality
- SaaS solution that scales as you grow your business
- Trusted experts with a 25-year track record
- Reliable delivery, to institutions of any size, anywhere in the world
- 20% of revenue invested into R&D that guarantees rapid product innovation

PATRONAS PRESENTS COOPERATION PARTNERS IN THE FIELD OF RISK MANAGEMENT

FundHero

My guiding principle when founding FundHero was very simple: to do what I enjoy doing myself - together with people who feel the same way as I do.

It makes me very proud that within a very short time, with a team of currently 12 "Heroes", we have gained the trust of so many customers and partners. Working at eye level is the central approach within the team, but above all for our customers and partners, because: With the services we offer, we have years of experience on the side of fund companies and therefore understand their requirement profile optimally.



As a rule, our customers are small and medium-sized fund companies as well as asset managers, whom we support within the scope of "managed service" solutions from implementation and documentation, through "normal" day-to-day business, to communication with their customers and auditors, for example. This comprehensive offering is designed to enable our customers to focus more on their core business in an increasingly complex regulatory environment.

Our key figures and reports, including parameterization and "prove-outs", can be viewed and tracked via an online portal. Adapted to the needs of our customers, we also provide reports in PDF, Excel or other formats, e. g. as CSV, which can also be used for further processing in the customer's proprietary systems.

Our “[Managed RISK Service](#)” covers the classic risk management of a fund company, especially with a focus on market and liquidity risks of the funds. The calculation of value at risk, stress and back testing as well as leverage for UCITS and AIF are the cornerstones of market risk monitoring. For liquidity risk management, the liquidity of the asset side is first determined using various selectable approaches, stressed using different scenarios and finally linked to the liability side, i. e. unit transactions or further requirements from the “ESMA Guidelines on Liquidity Stress Testing”.

Sustainable Investing has the potential to be the gamechanger for the fund industry. To ensure that our clients are best equipped to meet these challenges, we offer our “[Managed SUSTAINABILITY Service](#)”, a comprehensive offering to meet the requirements for funds under Art. 8 and 9. of the SFDR. From support in the preparation of the “pre-contractual information” to EET, valuation-daily ESG and PAI reporting to the “regular information” according to SFDR, we are the competent partner at your side.

Our range of services is rounded off by services such as the [provision of personnel and substance](#), e. g. risk managers or boards of directors, as well as support with [regulatory reporting](#), e. g. AIFMD reporting. Particularly in the AIF area, we are happy to contribute our know-how to your project within the framework of project-specific [consulting](#) or the [evaluation](#) of complex structures.

Heiko Hector
Managing Director & Founder

SynoFin

– A POSITIVE REUNION

SynoFin started 12 years ago with a beauty contest trip to well-known companies in the financial industry. With my idea to start a risk manager with AIFMG approval and own modern software, I also visited PATRONAS. Back home in Liechtenstein my conclusion after the conversation with Carsten Osswald and Heribert Steuer was:

“Good idea, go ahead and then we’ll see if you can do that.”

When we met again in 2022, we immediately hit it off - both sides were positively surprised by the partner’s development and fully convinced. The innovative strength and customer orientation of both companies immediately resulted in many complementary starting points. Since SynoFin can quickly and competently create solutions in a network with financial mathematics chairs and development partners, we are the perfect partner for innovative and market-oriented companies like PATRONAS.



But we want more: the new software technologies such as web/cloud, artificial intelligence and machine learning will shape our next products.

Can you imagine your SynoFin robo-assessor greeting you in the morning with the most exciting developments in your portfolios? We can: because it has been following your analyses and actions and thus learned from your risk management practice.

Or can you imagine your new risk validator ensuring high data quality? We do, because self-learning data management functions can fill gaps and correct deviations in a content-sensitive manner.

We look forward to a continued successful cooperation with PATRONAS.



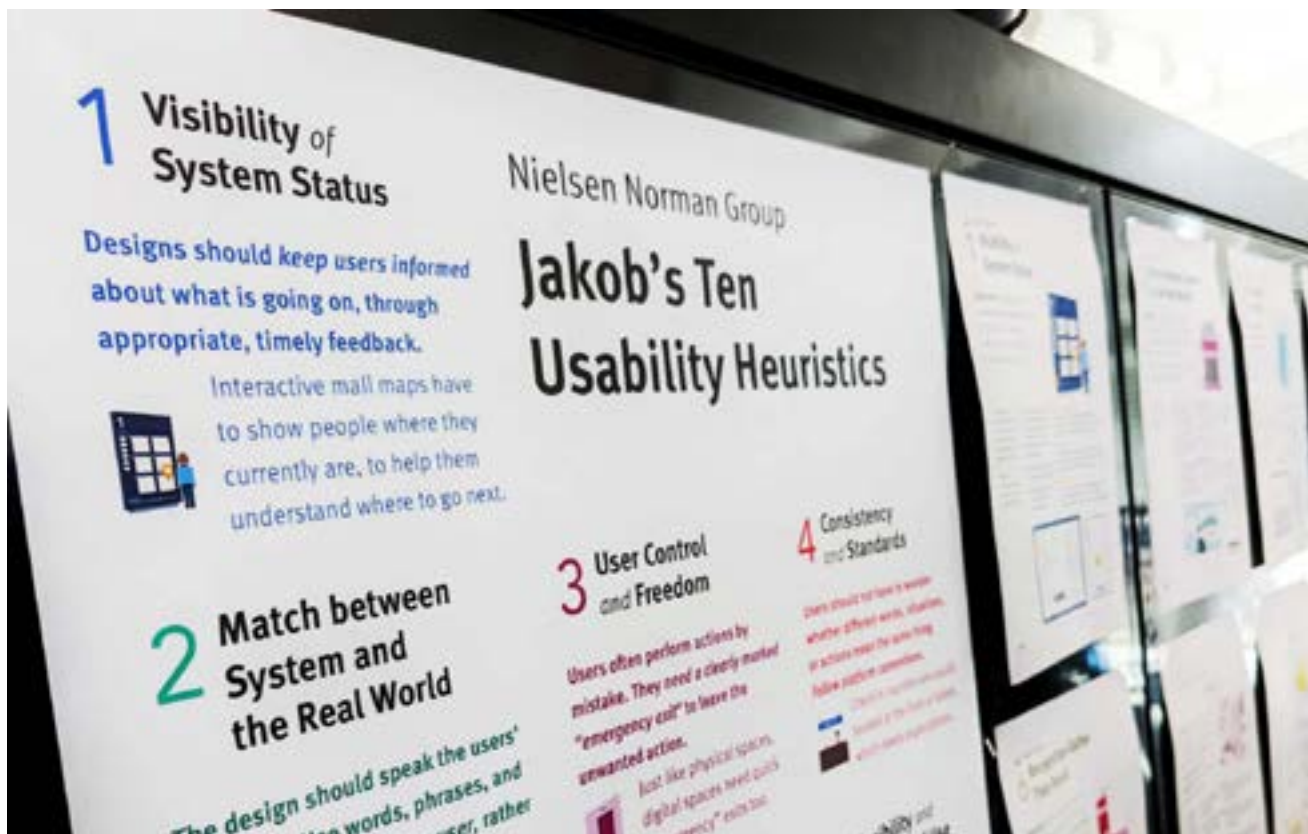
Günter Unterleitner
Founder, CEO
SynoFin Risikomanagement Service AG

AN INTRODUCTION TO UX/UI

As a portfolio manager in the financial industry, you are responsible for making important decisions when investing the funds of your clients. A deep understanding of the market, the performance of various assets, and the risk factors involved in different investments are essential. In recent years, there has been an increasing focus on the importance of user experience (UX) and user interface (UI) in the financial industry.

In this article, we introduce the concepts of UX and UI, give examples of how they can be applied in the financial industry, and provide a little insight into the future impact of artificial intelligence (AI) on UX design.

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What is UX/UI?

UX refers to the overall experience of users when interacting with a product or service. It includes factors such as the usability, accessibility, and attractiveness of the product or service. UI, on the other hand, refers to the interface through which users interact with the product or service. It includes the layout, visual design, and controls of the interface.

In the context of the financial industry, UX and UI are important considerations when designing online trading platforms, mobile apps, and other digital tools that portfolio managers use on a daily basis. Well-designed UX and UI can help you make informed decisions faster, communicate more effectively with your clients, and simplify your workflow.

Examples of UX/UI in the financial industry

An example of a reasonable use of UX in the financial industry is the use of interactive charts and graphs. Visualizations can help you understand complex data sets and spot trends or patterns more easily. By allowing you to manipulate the chart or graph (for example, by zooming in on a specific time period or changing the series of data displayed), the platform can allow you to explore the data more deeply and gain insights that may not be obvious at first glance. A reasonable use of UI in the financial industry involves the use of concise labels and requires clear navigation. For example, a trading platform should use simple terms to describe the different asset classes and make it easy for you to find and execute trades. A mobile app should use intuitive icons and gestures to help you access various functions quickly and easily.

How can UX/UI improve your daily work?

As a portfolio manager, you bear a lot of responsibility and you are permanently busy managing a variety of tasks. Your job is to monitor market movements, analyse financial data, communicate with clients, and make decisions about how to invest your clients' money. A well-designed UX and UI can help you do these things more efficiently and successfully.

An example of this is a platform with a clean and uncluttered UI that helps you focus on the most important information and reduces the risk of distractions or errors. A platform that uses intuitive controls and gestures can make it easier for you to execute trades or access various features. A platform that provides personalised recommendations or notifications can help you stay up to date on market trends and opportunities. Overall, a good UX and UI can help you save time, reduce stress, and make better decisions. By simplifying

and streamlining your workflow, you can focus on the tasks that require your skills and judgment, rather than dealing with a confusing or cumbersome UI.

What is my daily task at PATRONAS in the area of UX/UI?

In the area of user research, for example, I focus on systematically collecting data on the needs, goals, behaviours, and pain points of users in order to gain a deeper understanding of them. We use methods such as interviews, surveys, and usability testing and share our findings with the software development team. Discovery is another aspect of the design process. It encompasses the initial phase of a design project where the team identifies a problem that they are working on through methods such as brainstorming, creating user personas, and establishing project goals and objectives. The goal of discovery is to understand the problem space and develop a solution that meets both the needs of the users and the goals of the organization.

The future of AI and UX

Because artificial intelligence (AI) is constantly evolving, it will have a significant impact on UX design in the financial industry in the future. AI can be used to improve personalised recommendations and notifications by analysing large amounts of data and identifying patterns that may not be immediately obvious to a human user. For example, an AI system will analyse your investment portfolio and suggest rebalancing strategies based on changing market conditions or risk profiles. AI can also be used to optimise the layout and content of dashboards and other user interfaces by learning which data points are most relevant and useful to you. For example, an AI system will track which metrics you tend to focus on and arrange them in a more prominent position in the dashboard.

It will also highlight important trends or anomalies that require your attention. Beyond these specific applications, AI can play a more general role in improving the UX of financial platforms. For example, an AI system will analyse user feedback and usage data to identify areas of the UI that are confusing or cumbersome and suggest appropriate design improvements. It can also predict the needs and preferences of different users and adapt the user interface to their specific needs.

Conclusion

UX and UI are critical considerations when designing platforms and tools in the financial industry. By focusing

on usability, accessibility, and attractiveness, it is possible to create user interfaces that help portfolio managers make informed decisions faster, communicate more effectively with clients, and streamline their workflows. AI will also impact UX design in the financial industry by providing personalised recommendations, optimizing user interface layout, and identifying areas for improvement.

PATRONAS ensures that you benefit from the latest developments in UX and UI design at all times and always receive the best products. We look forward to supporting you in this challenging task.

TIME FOR A CHANGE: OUR NEWLY DESIGNED WEBSITE

A website is accessible worldwide, 24/7 and 365 days a year and is therefore the digital flagship of a company – the first impression counts! On the website, potential customers can find information about products and services at any time.

PATRONAS is always evolving and we have the claim that this is also reflected in our digital communication. That is why we were convinced that it was time to redesign our homepage. Our goal was to ensure that users can quickly and easily access all the information they need. In addition, it was very important to us that the website reflects the uniqueness of PATRONAS.

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What has changed? – New visuals

If you have already had a look around our new website, you probably noticed the animations and new objects, like the sailboats on the autumnal Schluchsee in the Black Forest (on the product page) or the mountain gondolas on the PATRONAS OPUS-page.



Here we deliberately set ourselves apart from other companies with a unique visual language and provide visitors to our website with a visual experience.

It was important to us that the website has a modern, unique design and thus optimally represents PATRONAS and the people behind it.

In our visual language, which runs through the entire website, the location Freiburg plays a special role. As a common thread, the endearing city in the middle of Europe symbolises the company's origins and stands for the traditionally high quality associated with products from the Black Forest region.

Freiburg is the home of PATRONAS, and it is certainly no coincidence that this company was founded and has grown right here.

From the centre of Europe, we are drawn out into the world, and at the same time we value our roots and the proximity to our customers.

- A navigation with greater clarity

Our aim is to present the high-quality product and service range of PATRONAS as concisely and comprehensibly as possible, so that website visitors can easily find their way around at any time and we can convince them of our quality. For this reason, we have simplified the website navigation with unique keywords. This way, you can get to the information you need with just a few clicks.

Above all, we have "tidied up" the product section (PATRONAS OPUS) so that you can find your way around more quickly. Well, we think we have succeeded: Now the page is much clearer.

How did we manage that?

On the one hand, we have created new subpages for the individual modules. In addition, we have considerably shortened the texts and reduced them to the essentials to give you a quicker overview of various topics. In the course of this, we have also made visual changes, such as upgrading the rhombus (PATRONAS OPUS).

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How do you like the redesign of our website?
We are looking forward to your feedback!

OUR CUSTOMER SERVICE IS HIGHLY APPRECIATED

The survey

We asked our customers' opinions again in November 2022, as we welcome your feedback, want to learn from constructive criticism and are always working to improve our service and products.

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As a special motivation to participate, we raffled an iPad among the participants. The environment also continues to be close to our hearts, which is why we will once again be carrying out our tree planting campaign with one donated tree for every questionnaire answered. What makes it special this time: We as a team will lend a hand and are going to plant the trees in the Black Forest region. We are really looking forward to this.

Almost exclusively end users of our products took part in the survey, most of whom use our core product PATRONAS OPUS. Only 20% of the respondents are TradeDirector users and 6% QuickStart customers.

“Because OPUS offers exactly what you could want from a portfolio management system in relation to the price.”

High satisfaction with our collaboration

In the survey we were interested in your opinion regarding service, product, media & events as well as your overall satisfaction.

In connection with our customer newsletter and our customer magazine INSIGHT you have informed us of your favoured interests. Above all, the topics new features, PATRONAS insights and new customers are particularly attractive for you.

We have been focusing more on our LinkedIn channel for a few months now, as we want to keep you up to date about us and our products. That's why it was important for us to find out that you are also particularly interested in our customers and partners as well as features and events. Surprising for us was the fact that 33% of you reported not being on this platform. Perhaps you will visit us there in the future: it's worth it!

You gave us suggestions for improvements to our products, which we discuss and evaluate in the respective teams. One wish that was mentioned several times was a web connection. Our web team is working intensively on the web client for PATRONAS OPUS and smaller functions such as portfolio statistics are already available in the callable client at PATRONAS OPUS. Other suggestions you mentioned are also related to the development of the web client, such as improved clarity and user-friendliness. Your feedback is directly incorporated into the development process.

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“Stable product. Development reacts sufficiently flexibly. Very good customer support.”

The answers to the question about particularly good features range from order routing and portfolio rebalancing to export/import functions. The customisability of our products and customer-specific implementations are highly valued by you.

Our Help Centre in PATRONAS OPUS still seems to be little known, because only 10% of you had used it already. For us, this is a sign to make it more actively known.

In the survey, we placed a focus on the evaluation of our support. For questions regarding competence, helpfulness or friendliness, you could give up to 5 stars. At this point, we are very proud of the “shower of stars”: Our support was awarded an average of 4.7 stars.

93% give us 4 or 5 stars when asked about satisfaction with working with us and 86% would recommend us to colleagues. That's great!

“Very good customer service, expertise of employees in the financial market is high, program can be customised in contrast to competitors, degree of automation is high.”

Conclusion

For us, this survey was again a gain and we conclude it with a positive result.

We have already passed on the feedback internally to the relevant departments and will evaluate the suggestions and information from the survey. Your input is enormously important to us!

We are also satisfied with the fact that our competition was very well received. For our Customer Engagement Manager Martin Lechelmayr it was a special pleasure to personally hand over the iPad to the winner of our raffle. In addition, you can already look forward to the photos from our tree planting campaign.

Finally, we would like to thank all those who participated in the survey and take this opportunity to report back to you that we very much appreciate the successful and fruitful cooperation with you.

What our customers say

We were very pleased to read your answers to the question why you recommend us. In addition, you gave us very kind words at the end of the survey. Here are a few excerpts (some quotes are translated into English):

„Very nice team, great product, constant improvements. We like working with you very much!“

“Well-engineered product with high availability and low error rate, high flexibility for customer requirements.“

“Years of very good and trustful cooperation.“

IMPRESSIONS 2022

Pictures are worth a thousand words. Which is why we would like to give you an insight into the world of PATRONAS with this colourful collection of pictures!

Our Winemaker Olympics

A few impressions of this year's summer event, the PATRONAS Winemakers' Olympics in Vogtsburg.

It was a wonderful day, the weather was in our favour, the wine was very tasty and the tasks were as varied as a surprise egg, with lots of fun and excitement.

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We are already looking forward to next year!

The ice cream van stops by for a visit!

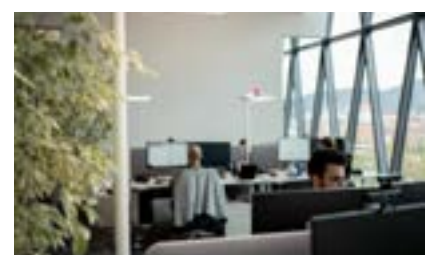
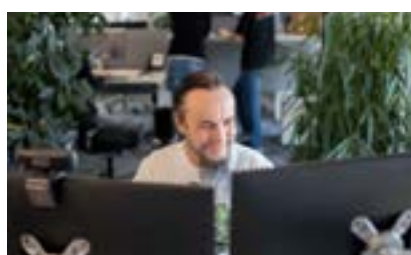


Hackathon 2022

On Friday and Saturday, 23/24 September, many PATRONAS developers met for this year's Hackathon.

During the two days, they worked on two projects with a lot of creativity and fun:

1. A tool that allows new master data features to be entered into OPUS via a web interface, without having to write a migration manually
2. an infrastructure for distributing messages from any source (e.g. teams or a microphone) to any recipient. This makes it possible, for example, to automatically output texts that enter a team channel as a voice message via a loudspeaker or to visualise firefighting emergency messages via a flashing light on the 6th floor.



Both projects still offer many possibilities for future expansions, which are also useful for the daily work at PATRONAS.

- BBQ - Grill time!

Due to popular demand, we have not only organised a PATRONAS breakfast every 2 weeks, but we have also started to organise a PATRONAS barbecue on the terrace every second Wednesday at lunchtime.



While the company provides the great new grill and drinks, everyone brings their own food.

- DELICIOUS! -

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2022 Customer Survey Giveaway



Our "lucky fairies" draw the winner of the 2022 customer survey. We say "Congratulations" to the lucky winner!

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