

# Technical & Functional Key Account Management

OpenDay  
2023

Karolina Antosova  
Stefanie Cosgrove

21 September 2023



# Agenda

- 1** What do we do?
- 2** Who are our customers?
- 3** What do we support?
- 4** How to interact with us?
- 5** Q&A



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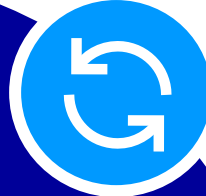
# What we do as a TKAM and KAM



## Technical and Functional Consultation

Connectivity consulting on customers' technical infrastructure

Consulting customers on functional account structure



## Release support

Member Readiness on all technical & functional enhancements and ensure Clients are ready for Go-Live



## Relationship Management

Maintenance of relationship with technical & functional counterparts via regular personal and virtual interactions



## Incident Management

First point of contact for any business related issues, technical, functional, operational and compliance related topics



## Change Management

Consultation of customer's service/change requests on technical and membership changes



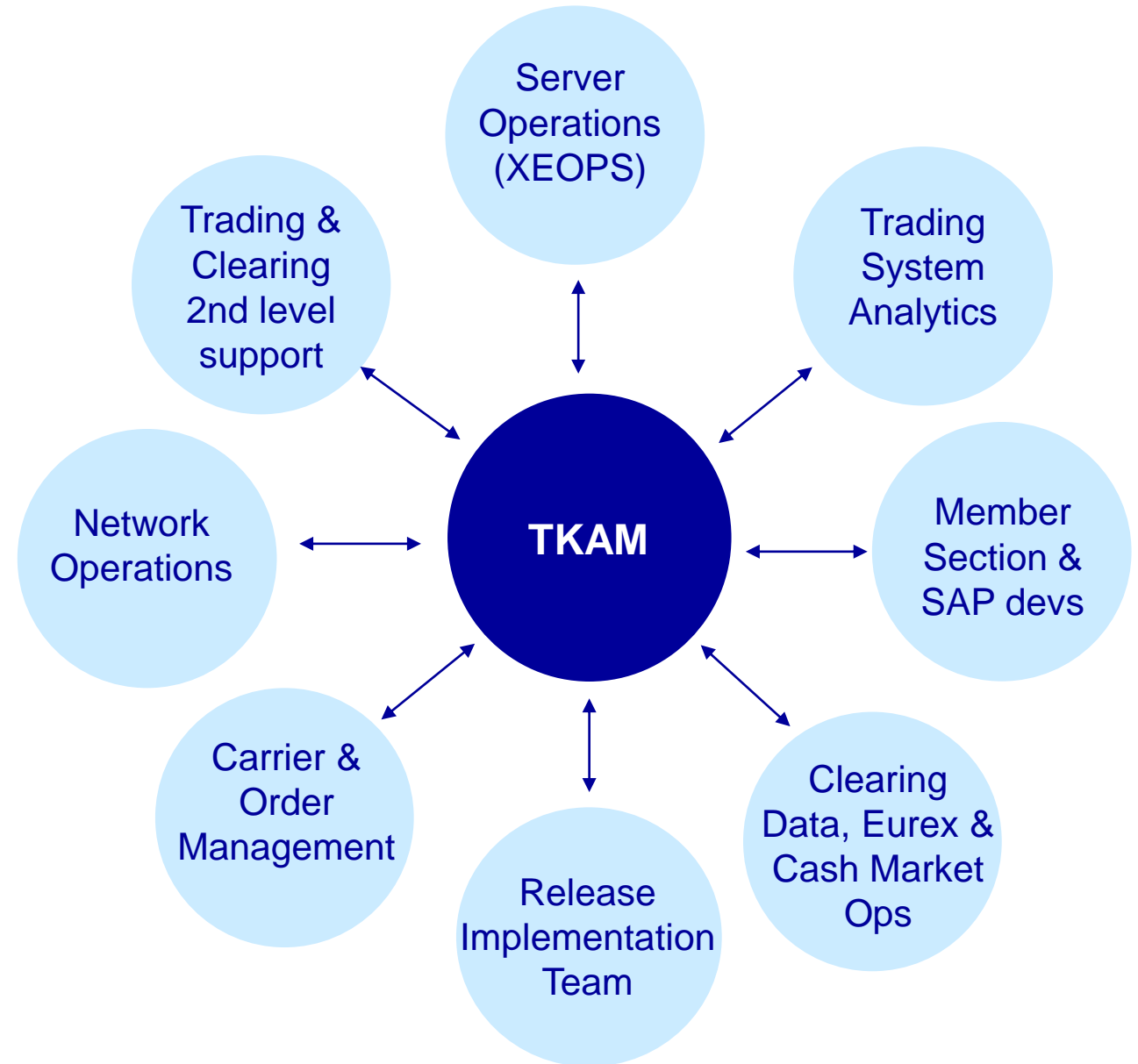
## Regulatory Topics

Support customers on key changes in scope to regulatory landscape

# **TKAMs & KAMs as your 1st point of contact**

# Support processes (TKAM)

With whom we communicate internally



# Support processes (KAM)

With whom we communicate internally





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# Who are our customers?

- Trading Participants
- Clearing Members
- Independent Software Vendors
- Service Providers





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# What we support



EUREX



EUREX



EUREX



Eurex Repo



wiener börse



EUREX



Buy-in Auction



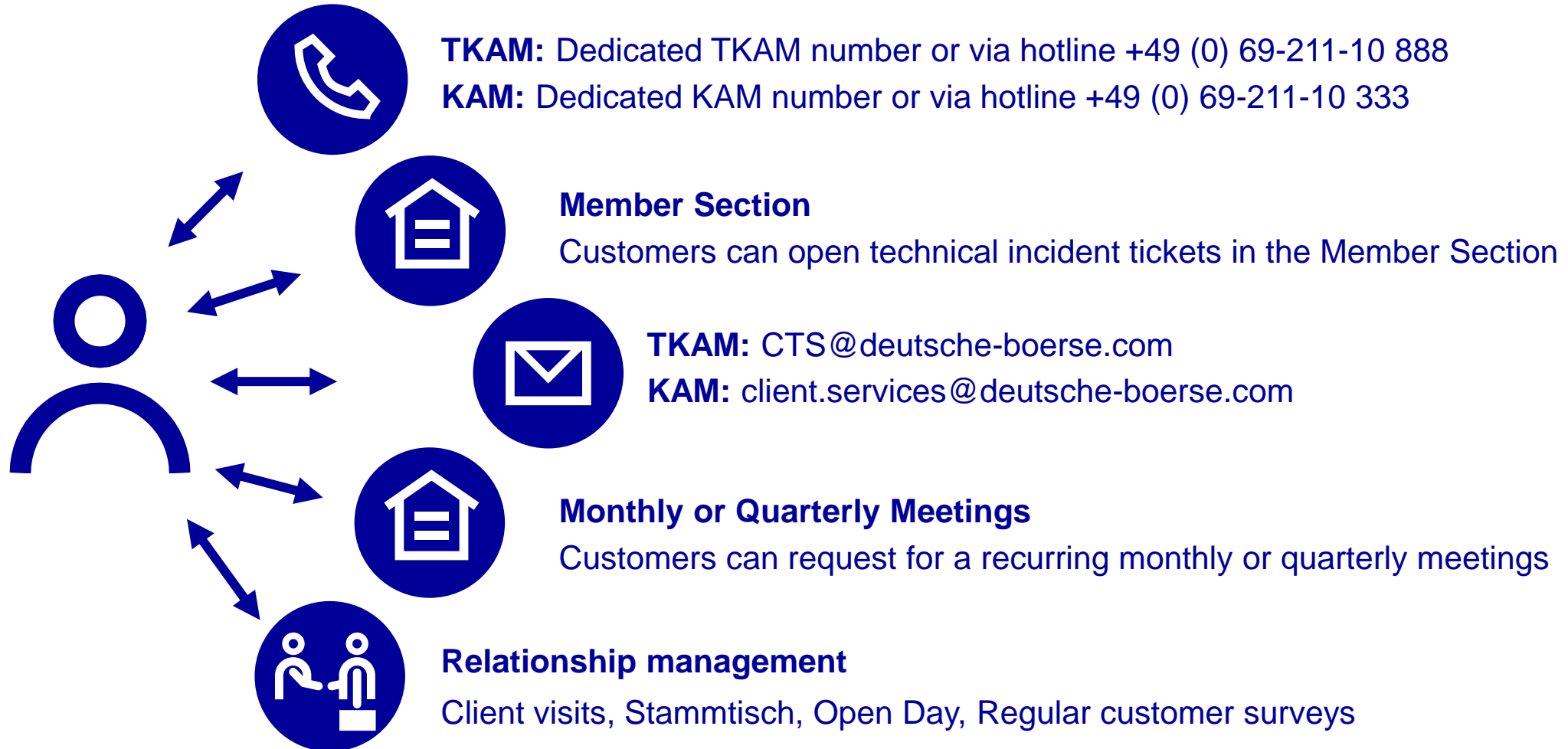
\*Z/OS Connectivity only



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# How to reach us



# How to interact with us?

DEUTSCHE BÖRSE GROUP

Technical Connection  
Resources

DBAG Contacts

HOTLINES KEY ACCOUNT MANAGERS

Contact For:  Name:

Hide Filter Bar Clear **Go**

Contact For	Title	First Name	Last Name	Phone	Email
KAM Clearing	Ms.	Stefanie	Cosgrove	+49 [REDACTED]	stefanie.cosgrove@deutsche-boerse.com
KAM Trading	Mr.	Tim	Eisenbeis	+49 [REDACTED]	tim.eisenbeis@deutsche-boerse.com
TKAM	Ms.	Karolina	Antosova	+49 [REDACTED]	cts@deutsche-boerse.com

Company Contacts  
DBAG Contacts  
User Guides  
Contact Us


# How to interact with us?

Ticket via <https://membersection.deutsche-boerse.com/>

< Create Ticket

Customer Information — Contact Information — **Ticket Details** — Attachments

### 3. Ticket Details

 Please fill all required fields to continue

*Business Area:	<input type="text"/>	*Title:	<input type="text"/>
*Service:	<input type="text"/>	*Description:	<p><i>A detailed problem description is greatly appreciated. Here are some questions to guide your thinking. Feel free to replace any portion of this text with your own.</i></p> <p><i>Describe what is happening vs. what should have happened.</i></p> <p><i>When did the incident first occur? Is it still ongoing? What time zone?</i></p> <p><i>Which sessions/MISSs/interfaces (logical ID/IP addresses) are affected?</i></p> <p><i>Describe the scope of the issue (who's affected and where)</i></p> <p><i>Has anything been changed?</i></p>
*Business ID:	<input type="text"/>		
*Urgency:	Medium		
*Environment:	<input type="text"/>		

# Contacts



**Customer Technical Support**  
**Service times:** 24/5 Technical Support  
Monday 00.00 – Friday 22.00 CET



TKAM via dedicated phone number  
KAM via dedicated phone number  
CTS hotline +49 69 211 10 888  
KAMs' hotline +49 69 211 10 333



CTS@deutsche-boerse.com  
client.services@deutsche-boerse.com





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# Q&A

# Thank you!

**Karolina Antosova**

Deputy Head of Technical Key Account Management

**Stefanie Cosgrove**

Key Account Management Clearing

Deutsche Börse AG  
Mergenthalerallee 61  
65760 Eschborn

Phone +49 69 211 10772  
+49 69 211 12483

E-mail [karolina.antosova@deutsche-boerse.com](mailto:karolina.antosova@deutsche-boerse.com)  
[stefanie.cosgrove@deutsche-boerse.com](mailto:stefanie.cosgrove@deutsche-boerse.com)

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