Oyster Consulting, LLC

Oyster Solutions

- Does your compliance program meet all of your regulatory requirements?
- Is it efficient and effective?
- Are you sure everything required is getting completed consistently and on time?

Automation for Efficient Consistent Quality

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What is Oyster Solutions and Why Did We Build It?

- **Oyster Solutions Organizes and Automates Compliance**
- **Oyster Solutions Ensures Consistent Quality Results**
- **Oyster Solutions Integrates Governance, Risk, Compliance and Operations to Create Efficiency**
- **Oyster Solutions is Mobile – Giving you Information When and Where You Need It.**

We believe the foundation of a compliance program must have these structural components to efficiently meet regulatory requirements.

Efficient Procedures
implemented and monitored in a way that is consistent with the rest of your program.

Effective Policies
aligned to rules, regulations and best practices so you know your program is designed to comply.

Robust Reporting
Designed to help you understand your risks, controls, resource allocation and quality of service, and keep you on track.

Enterprise Risk Assessments
designed to define, measure and assign ownership to risk and controls to better understand your environment and allocate resources.

Compliant Recordkeeping
to prove you implemented your policies and procedures and retain your records in WORM (Write Once Read Many) format.

How Oyster Solutions Workflow Improves Your Bottom Line

Constantly changing market factors, evolving regulations, innovative products and advancements in technology are challenging forward-thinking firms to determine the appropriate process, technology, and strategic investments to stay ahead or even just keep up. In a rapidly changing environment, the analysis to decide if it's best to invest in your current platform or consider a different path should not be ignored or pushed too far into the future. **Oyster Solutions gives you the ability to efficiently create consistent quality to achieve the best results for your organization.**

Oyster Solutions allows you to organize and automate your firm's processes by configuring workflows for the way <u>you</u> do business. Our approach gives <u>you</u> the power to define the most efficient procedures based on your organization's structure and risk tolerance, all while fully achieving compliance.

Oyster Solutions allows you to implement risk management best practices with **3 lines of defense in one application.**

Is your firm running as well as it should? Oyster Solutions can provide the answer.

- Custom configured workflows consistently and efficiently implement your firm's unique processes

- Flexibility allows continuous improvement to your firm's operational controls, supervisory processes, and compliance and audit testing

- Documentation at your fingertips gives your team step-by-step instructions to ensure quality and compliance

- Integration of risk assessments, policies and procedures, workflows and reporting manage your firm's regulatory risk

- Dashboard reporting ensures that all tasks are completed promptly and consistently

- Role-based entitlements focus your team on what matters to their performance and improves cyber-security

- Time-based reporting allows you to understand how your team is performing compared to expectations

- The risk assessment module helps you focus your resources on controls to manage to your risk tolerance

- WORM (Write Once Read Many)-compliant reporting proves your controls were implemented as designed

- Compliance support options from Oyster Consulting are available!

Focus on What Matters Most

Regulators aren't the only reason to focus on building an enterprise risk assessment. Having an inventory of key risks and understanding the design and performance of your control environment will allows you to focus your resources efficiently and effectively.

Oyster Solutions gives you the flexibility to configure and build your own risk metrics within our risk assessment module, or we can integrate data from your existing portfolio tools to assess and control risks.

The Case for an integrated risk assessment

Integrating the risk assessment with Oyster Solutions workflows allows you to design and schedule your assessment process. Whether collecting attestations or conducting detailed testing of your controls, **Oyster Solutions will help you ensure that your firm's risks are well-defined, routinely reviewed and accurately assessed**, consistent with your policies and procedures.

The Oyster Solutions Risk Dashboard will keep you fully aware of your risk environment, and the effectiveness of your controls.

- Configure and align risks to categories, scores, products, lines of business, and regulations
- Configure and align controls to the type of control, strength score, firm procedures, and workflows
- Define your residual risk to focus your attention on gaps
- Configure and schedule workflows based on the level of residual risk to document your reviews
- Monitor your control environment by type of risk, products, business unit, risk category, or regulations
- Review the results of your workflows to keep your risk assessment tuned to your current state

Policies and Procedures Are Not Designed Just for Regulators – They Make Your Business Run The Best Way For You

Oyster Solutions provides a platform to house all of your firm's policies and procedures in a way that creates consistency. Oyster Solutions' role-based entitlements allow you to limit the view of specific policies and procedures to just the ones applicable to the reader - creating clarity while reducing clutter. This allows your firm to build a seamless approach to policy and procedures that includes:

- ✓ **Detailed desk procedures**
- ✓ **Supervisory procedures**
- ✓ **Control procedures**
- ✓ **Testing procedures**

Oyster Solutions procedures will typically be implemented with workflows that are scheduled within your firm's compliance calendar to keep you on track and reduce risk. Ad-hoc workflows implement unscheduled procedures to ensure that the processes required by your policies are completed in a consistent and efficient manner.

Using the Monitor Module to Focus on Potential Issues

The Oyster Solutions Monitor module will help you turn your firm's data into actionable compliance information to help your firm meet its obligations to customers. Oyster Solutions' hierarchy tools allow for creating household or account level monitoring. The Oyster Solutions rules engine focuses your attention on conflicts of interest, pricing, and portfolio risk.

Your firm can set the parameters in the Monitor rules, or we can ingest your preconfigured reports, risk metrics, or alerts, and utilize the Oyster Solutions workflow and reporting functions to aggregate that information and track issues to closure.

As with all aspects of Oyster Solutions, the Monitor module organizes the data into meaningful information to prove that your alerts were properly addressed in a timely fashion to achieve documented compliance.

Integration of the Monitor Module, Risk Assessments, Policies, Procedures and Workflows will keep your firm on the right side of the regulators and reduce your exposure to litigation and fraud.

✓ **Monitor employee personal trading vs client portfolios**

✓ **Review pricing anomalies to ensure client fees are appropriate**

✓ **Understand portfolio risk compared to client profile**

✓ **Configure rules to account metrics, household metrics, or both**

✓ **Maintain and monitor your firm's restricted and watchlists**

✓ **Dynamic restricted and watch lists that apply restrictions to certain groups based on need**

✓ **Obtain pre-trade approvals**

One Platform – 3 Lines of Defense

Oyster Solutions provides your firm with easy and efficient ways to structure and implement your control environment

- Inventory and categorize risks using the Risk Assessment module
- Define the mitigating **internal controls** with procedures tied to your compliance calendar, using custom workflows to ensure consistency and appropriate supervision
- **Oversee** the implementation of procedures in the same platform using role-based entitlements to segregate controls, and using dashboards and reports to see the big picture
- Define, implement and document your **testing and verification** procedures with risk-based control questionnaires and a repository for working papers

Your firm has goals, but there are events that can occur that will have a significant impact on your ability to achieve those goals. Risk management is about applying a framework that creates an environment where your goals will be achieved.

Oyster Solutions lets you define the three lines of defense in one robust platform to make sure there are no gaps – allowing you to achieve success through a well managed business.

Bringing it All Together
Dashboards and Reports

Oyster Solutions has the ability to report on all aspects of the platform. From detailed lists of upcoming or overdue tasks, summaries of responses to employee surveys or graphical information of your risks vs. your mitigating controls, Oyster Solutions can provide you with the level of information you need to get the job done.
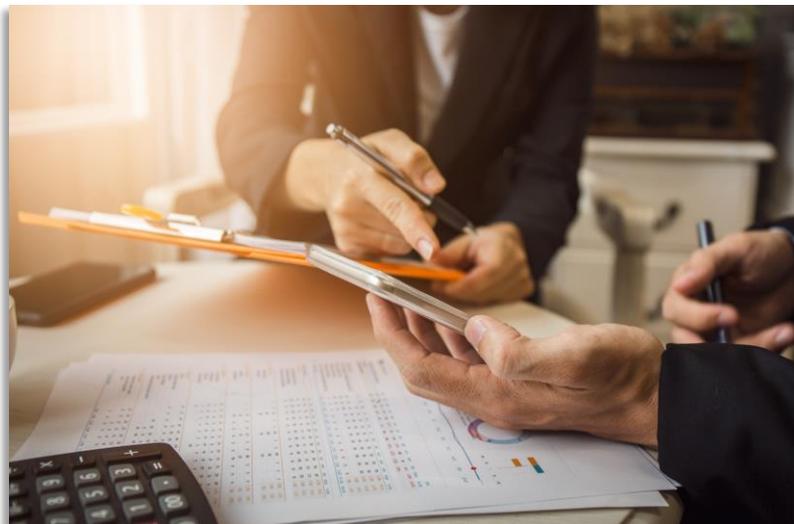
From providing summary level information to the board of directors to making sure the summer intern has completed their cybersecurity training, Oyster Solutions' reporting can help you be sure your firm is well managed.

Benefits of How Oyster Solutions Provides Information

Oyster Solutions is designed to support every aspect and every level of your organization. Small and large firms benefit from our approach to achieving operational efficiency and consistency through a well-designed platform that has built-in governance, risk and compliance.

Oyster Solutions was designed and developed by the industry practitioners, consultants and technologists at Oyster Consulting. Oyster Consulting has worked with hundreds of financial services companies including broker-dealers, investment advisors and exchanges, from start-ups to household brands. Oyster Solutions is a software platform that can be rapidly configured and implemented in small firms up to the most complex organizations. Having the industry experts from Oyster Consulting guide you through the implementation will maximize your technology investment by helping you improve your processes to achieve best practices.
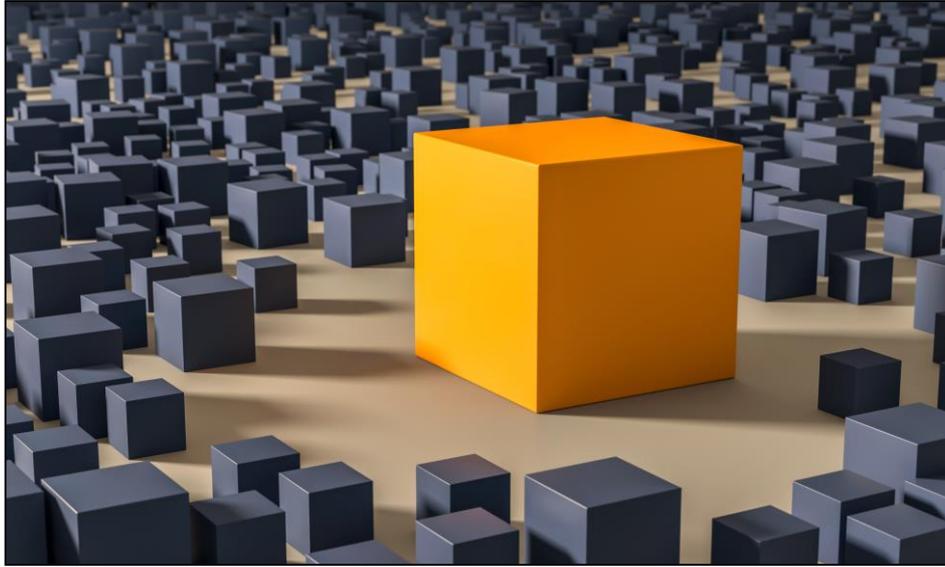
"Oyster Solutions will take the compliance program to the next level."
- Current Client

Benefits of Oyster's Implementation Process

- Existing firms that implement Oyster Solutions often conduct their annual reviews/testing as part of the implementation process. Expert consultants review existing policies, procedures and structure when mapping written procedures, risk assessments, compliance calendars and workflows. This additional value-added process helps you meet your regulatory requirements while organizing and automating your platform.

- New organizations will benefit from Oyster Consulting's knowledge and experience implementing industry best practices across a variety of firms.

- Oyster Solutions' training and rollout process is designed to optimize your resources and ensure a smooth and successful transition to your new platform.

- Once implemented, you will have the tools to respond rapidly to business and regulatory changes to keep your firm running efficiently.

About Oyster Consulting

Oyster Consulting provides consulting, outsourcing and software to financial services firms. Our experienced industry practitioners add more value than career consultants.

The best financial services organizations in the world make decisions with the input of the strategic leaders, sales, operations, trading, technology, finance, compliance, risk and legal groups. Oyster consultants were leaders in these areas, and bring highly-integrated industry knowledge and in-depth expertise to help our clients start, protect, run, and grow their businesses.

Our Team

Our team of industry professionals brings over 1,000 years of combined experience to our clients. Our backgrounds range from Senior Executives (CEO, COO, CAO, CCO, CFO and Legal Counsel), to Program Managers, Developers, Department Managers, Business Analysts and Subject Matter Experts.

"I know the quality of your work and the integrity that is behind everything that you do."

~CEO, Super Regional Broker-Dealer

Meeting Client Needs

Oyster Consulting believes in aligning our interests with our clients' interests. We customize projects and engagements in ways that best meet our clients' needs. Whether it's a flat fee for support or using our services on an as-needed basis at an hourly rate, we will adjust to meet the firm's budget process. We give our clients the ability to choose what works best for them with the option to change the level of support as the relationship progresses. At Oyster there are no cookie cutter, check-the-box projects or contracts. Oyster stands ready to create a customized program at a pricing option that works best for each client.

The Oyster Difference

The Oyster team includes many experienced and successful leaders that have run initiatives from your seat, facing the same obstacles. Oyster will provide best practices, the art of evaluating impact potential versus achievement risk, through a "client-to-back office" lens. Oyster's primary goal is to ensure our clients have the knowledge and tools to manage their future. Our experience is invaluable. We want to establish a deep relationship with our clients.