

Release Notes
Axiom Relationship Profitability
and Pricing
Version 2019.1



# KaufmanHall

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# Summary

Kaufman Hall is pleased to announce the 2019.1 release of Axiom RPPS. Each product release provides new features, enhancements, and configuration options to meet your needs. Many of these features and enhancements are a direct result of your feedback and suggestions.

Summary of the upgrade process:

- 1. Review product release notes Review this document to familiarize yourself with the new features and functionality.
- 2. Schedule an upgrade date Contact support@kaufmanhall.com or your implementation consultant, and they will confirm an upgrade period with you.
- 3. Back up Axiom database Kaufman Hall will confirm that you have a current backup of your Axiom database before applying the upgrade.
- 4. Complete manual updates After installing the upgrade, if needed, review any manual setup steps needed to enable features for this version.

#### Support

As always, we appreciate your support of Kaufman Hall and look forward to continuing to meet your financial management needs. If you have any questions about your upgrade, contact Kaufman Hall Software Support at 1-888-543-6833 or support@kaufmanhall.com.

#### **Training**

Kaufman Hall offers multiple training options for our customers. These courses are part of your maintenance agreement and are free of charge. We strongly urge you to take advantage of all training options, including:

- Self-help videos
- · Recorded webinars
- Virtual training courses

For a complete listing of our courses, please visit www.kaufmanhall.com.

# Product upgrade notes

When upgrading to Axiom Relationship Profitability and Pricing 2019.1, keep in mind the following:

- This product upgrade contains updated user interface, data tables, calculation engines, and remediated defects.
- KHA delivered reports may be replaced. Any report that you saved under a different name or created new will remain untouched. Replaced reports are available in Document History, if needed.
- Any KHA delivered report that was moved to a new location will automatically move back to its original location.
- Security roles and sub-systems will be reset to their configured settings. All user security exceptions you may have made will remain intact.
- All prior product configuration settings will remain as is. Any required modifications to these areas are covered in the release notes, if required.

# New features summary

This section includes a description for each new feature included in this release.

### Importing relationships

You can now import relationships into Axiom RPPS. We designed this functionality to allow you to either:

- Import relationships during the initial set up of Axiom RPPS and maintain relationships in Axiom RPPS on an ongoing basis; or
- To maintain relationships on an external source and import them to Axiom RPPS on an ongoing basis.

As part of the relationship import process, a Relationship Quality Analyzer (RQA) will be performed to call out exceptions in the imported relationship. It will also provide information on new customers and customers with invalid Tax Identification Numbers (TINs). For more information on RQA, see Relationship Quality Analyzer and changes to the CIF import process (page 7).

There are several settings for importing relationships. These settings include:

- Import Relationships A Yes or No setting to indicate if relationship structures will be imported with the CIF file. If this set to Yes and a CIF record has an external relationship, the CIF import process will assign the customer to the corresponding relationship.
- Relationship Import Method
  - Enforce TIN Rules If the imported customer has the same TIN assigned to different customers, and that TIN is not on the TIN exception list, the customers will be assigned to the same relationship.
  - Allow TIN Exceptions If the imported customer has the same TIN assigned to different customers, and that TIN is not on the TIN exception list, the customer will be added to the TIN Exception list and assigned to different relationships
- Default Manager Select a relationship manager that will be used for default assignments.

For information on importing relationships with assigned relationship managers, see Importing relationship manager assignments (page 9).

For information on changes to the CIF file used to import relationships, see Changes to the CIF file to support imported relationships (page 9).

## Relationship Quality Analyzer and changes to the CIF import process

Axiom RPPS now runs a Relationship Quality Analyzer (RQA) on your CIF after you import it.

**NOTE:** The RQA process applies whether or not you are importing relationships. RQA checks relationship and CIF quality.

After you check the CIF using the RQA, you can save it to the production tables where it will be visible to the relationships managers. The CIF import file must be saved before the instrument detail files are imported.

RQA will give you a list of all new customers on the file and any customers with invalid TINs. In addition to this, if you are importing relationships, RQA will analyze the following:

- Relationship exceptions Any customers on the CIF import file assigned to different relationship but with matching TINs that are not on the TIN Exception table.
- Manager exceptions Any groups of customers assigned to the same relationship but with multiple managers assigned to that relationship on the CIF.
- Undefined managers Any external manager IDs on the CIF that have not been assigned a relationship manager in Axiom RPPS.

NOTE: These external manager IDs should be assigned to a Relationship Manger prior to selecting to save the CIF import. If they are not assigned to a Relationship Manager then the default Relationship Manager will be assigned to the relationship.

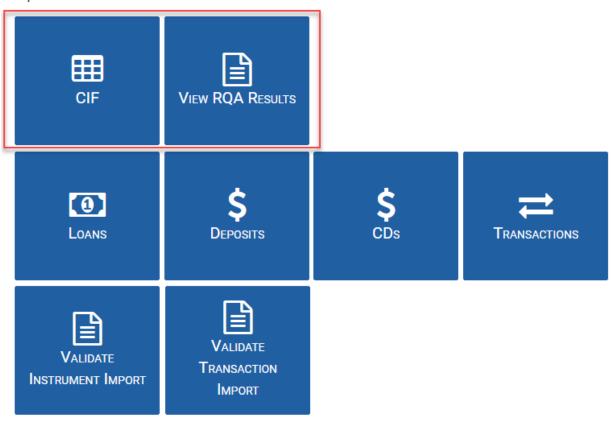
• Blank Relationships - If the Setting for Import Relationship is Yes then this will list any customers on the CIF import file that do not have a relationship assigned. These customers will remain unassigned unless their TIN matches the TIN of a customer in a relationship. In that case, they will be added to that relationship.

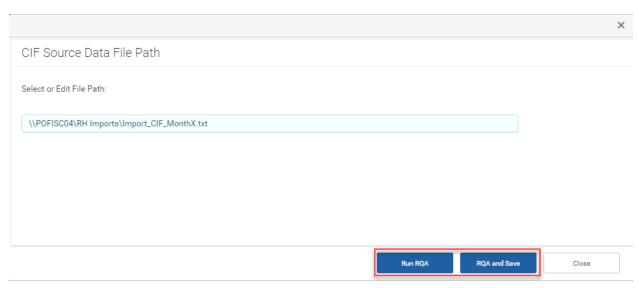
The addition of RQA creates two options during the CIF import process. Select one of the following:

- 1. Run RQA This step imports the CIF file to the staging table and runs the RQA process on it. The RQA report will be available to view after this process runs. This step does not modify any production tables like CIF or TIN Exception. This step can be run as many times as needed without effecting the production CIF data.
- 2. RQA and Save This step does the same import and RQA process as the Run RQA step, but it then pushes the CIF file into production. If relationships are imported then the new or changed relationship are moved to production also. Any unassigned CIFs that have TINs that match a CIF in a relationship will be added to that relationship. Relationship metrics are recalculated as the last step of this process.

NOTE: If you are not importing relationships, then you will click RQA and Save. If you are importing relationships, we recommend that you click Run RQA. Not running RQA first when importing relationships may result in relationship issues.

#### Import Routines





## Changes to the CIF file to support imported relationships

If you are going to import relationships to Axiom RPPS from an external source, you can attach relationship information to each customer record on the CIF import file.

We updated the CIF import file data requirements to include three additional optional fields to support importing relationships. These are the external relationship identifier, the external manager ID, and the relationship name. Reference the document '2019.1 RPPS Instrument and CIF Source Data Dictionary.xlsx' for the requirements.

The table below defines the new fields. Each field is optional:

Field name	Description	Data type
Relationship ID	The Relationship identifier from the source system.	String (20)
Relationship Manager ID	The ID of the manager who is assigned to this relationship. This must be linked to a relationship manager in RPPS. If this is blank, the existing manager will not be changed or, for new relationships, the default manager will be assigned.	String (20)
Relationship Name	Name for the relationship. Use this only to name new relationships. Names of existing relationships will not be updated. If blank, the customer name will be used as the relationship name.	String (20)

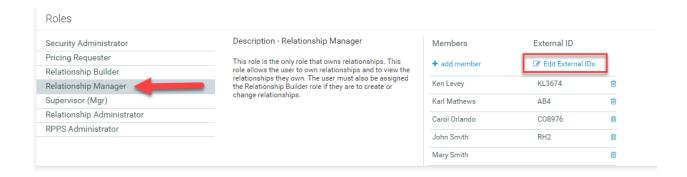
For more information on importing relationship manager assignments, see Importing relationship manager assignments (page 9).

### Importing relationship manager assignments

You can import relationships with an assigned manager by using an "External Relationship Manager ID" in the CIF import file. Although you assign this ID to relationships in the import file, you will need to associate the ID with an individual relationship manager in the Axiom RPPS Security Manager utility.

To manage external IDs in the Security Manager:

- 1. In the Security Manager utility, in the Roles column, click Relationship Manager.
- 2. In the External ID column, click Edit External IDs.
- 3. Type the external IDs in the blue text boxes in the External ID corresponding to the associated relationship manager.
- 4. Click Apply.



NOTE: You cannot assign the same external ID number to more than one relationship manager.

## Viewing and managing Tax Identification Number (TIN) exceptions

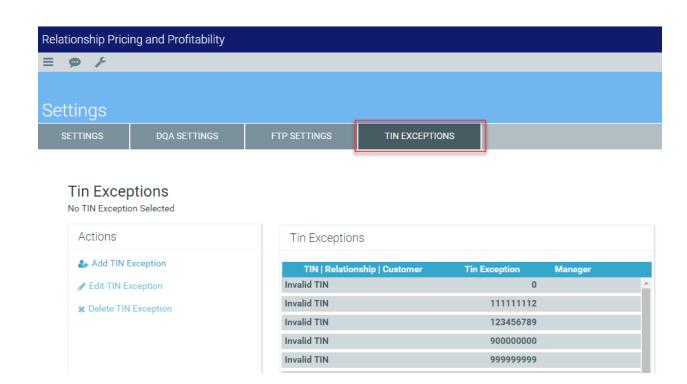
If multiple customers have the same TIN, Axiom RPPS automatically combines them into the same relationship unless they are on the TIN exception list. You can add, modify, or delete TIN exceptions from the TIN Exceptions tab in System Settings.

Axiom RPPS will not group customers with the same TIN into a single relationship if they are on the exception list. You can add a customer with a TIN on the exception list to any relationship without also bringing in all other customers with the same TIN.

A TIN exception can fall into one of two categories: Invalid or Do Not Group.

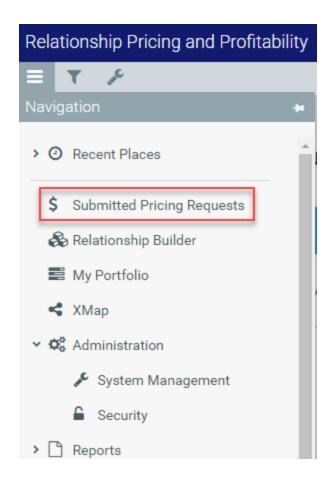
"Invalid" TINs are bad TINs (such as '000000000') that do not identify customers. Axiom RPPS is already populated with many examples of common invalid TINs. Because these invalid TINs do not identify a customer, the value of the invalid TIN is displayed in the TIN exception list.

"Do Not Group" TINs are the TINs that, for whatever reason, your institution does not want grouped together into the same relationship. Due to privacy concerns, since these are real customer TINs, they are encrypted and the original TIN is not stored in Axiom RPPS. A text box field is available for you to type a description that conforms to your institution's security policies.

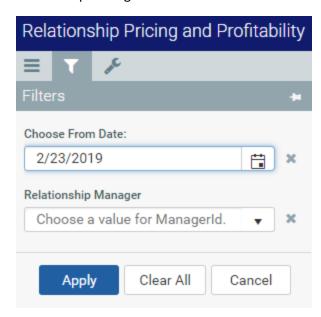


## Submitted pricing scenarios

You are able to view submitted pricing scenarios. This utility displays information specific to your security permissions.



You can filter the displayed scenarios by date or relationship manager. The date filter will display scenarios submitted on, and since, the date you select. The filter defaults to displaying the most recent 30 days. The relationship manager filter is limited to those who have permission to view more than one relationship manager.



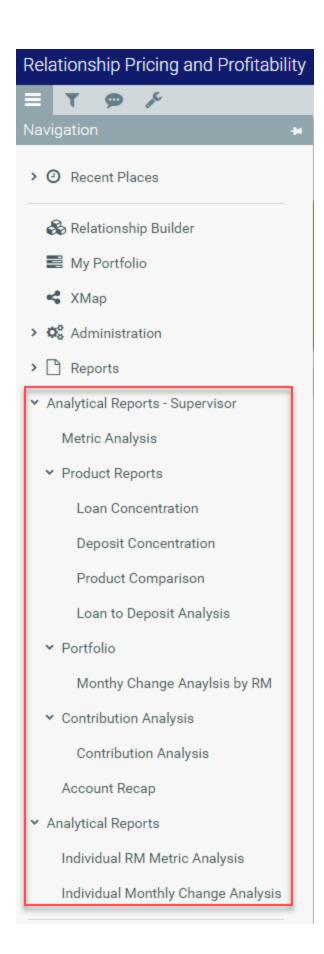
#### Submitted Account Request Recap

Date: 2/23/2019 | Manager: All Managers

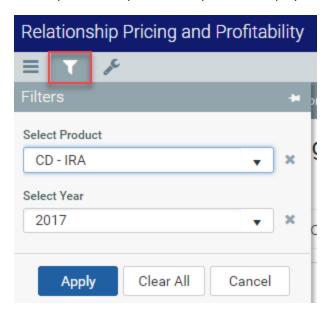
					Date			
Relationship	Customer*	Manager	Name	Submitted	Submitted	Contribution	RAROC	Capital
A B C PROPERTIES INC	A B C Properties	John Smith	New Loan Request	Scenario 1	3/27/2019	\$454	3.27%	\$13,875
				Total Requests		\$453.66	3.27%	\$13,875.00

## New analytical reports

Axiom RPPS has several new analytical reports included. Access to the reports is based on user security roles. You can find the new reports in the Axiom RPPS Navigation menu.



Click the filter icon and select options to adjust data displayed on report dashboards. This is where you select specific time periods and products displayed in many of the reports.



The section below briefly describes each new analytical report set and the dashboards available within each.

#### Metric Analysis (Supervisor access)

The four dashboards of the Metric Analysis report are:

- 1. Metric Analysis Includes KPI metrics for the relationships with the highest monthly contribution, 12 month contribution, and 12 month RAROC as well as the lowest monthly contribution, 12 month contribution, and 12 month RAROC.
- 2. RM Ranking Includes a ranking of the top and bottom 10 relationship managers by 12 month contribution and 12 month RAROC.
- 3. Decile Analysis Includes a decile analysis for 12 month contribution and 12 month RAROC metrics. There are 10 deciles for both metrics. Each decile contains 10% of institution wide relationships. Decile 1 is the highest performing decile with Decile 10 being the lowest performing.
- 4. Decile by RM Includes a decile analysis for 12 month contribution and 12 month RAROC metrics by Relationship Manager. All charts reflect analysis for 12 month contribution. There are 10 deciles for both metrics. Each decile contains 10% of institution wide relationships. Decile 1 is the highest performing decile with Decile 10 being the lowest performing. Click each decile name in the Decile column to drill-down for more detail.

Click the drop-down in the RM % of Decile - Count graph to select a new Relationship Manager. Axiom RPPS will recalculate the dashboard data relevant to the new selection.

#### Product Reports (Supervisor access)

The four reports for products are:

- 1. Loan Concentration Includes dashboards with analysis of loan concentration for all product types, loan concentration for all products across and within states. Metrics include current balance, net contribution, RAROC, allocated capital for product types, and allocated capital for states.
- 2. Deposit Concentration Includes dashboards with analysis of deposit concentration for all product types, deposit concentration for all products across and within states. Metrics include current balance, net contribution, RAROC, allocated capital for product types, and allocated capital for states.
- 3. Product Comparison Includes KPIs, graphs, and a ranking to allow you to compare products for a selected month.
- 4. Loan to Deposit Analysis Includes Loan to Deposit Vintage and Prospective (Maturity) analyses allowing you to view historical trends for loans and deposits for a selected year as well as determine the effect of maturing dollars (or cumulative maturing dollars) on overall portfolio performance.

#### ► Portfolio (Supervisor access)

The only portfolio report for 2019.1 is the Monthly Change Analysis by RM report. This reports provides a ranking and analysis of contribution of each Relationship Manager. The Supervisor role can select individual Relationship Managers to view detailed data specific to that individual.

#### Contribution Analysis (Supervisor access)

The Contribution Analysis report is located in its own category. This report provides two dashboards:

- 1. Product Contribution Vintage Analysis Allows you to analyze historical contribution trends by product for a selected year and to see how much of the current contribution for a selected product has been originated through time.
- 2. Portfolio Contribution Maturity Analysis Allows you to analyze how a selected product's current profitability will be running off over the next 12 months.

#### Account Recap (Supervisor access)

The Account Recap allows you to look up a specific account and view atribute and profitability metric data for that account.

#### ► Non-supervisor restricted reports

The following reports are available to all users with the Relationship Manager role:

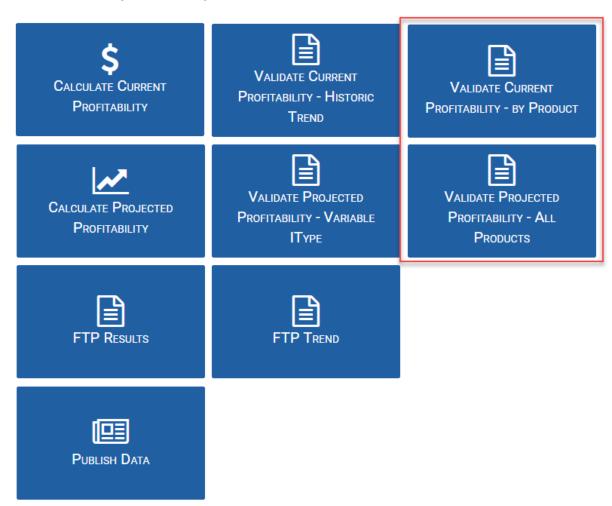
1. Individual RM Metric Analysis - Includes the metric analysis for the individual Relationship Manager logged into Axiom RPPS. Provides KPIs based on their specific portfolios and a list of highest and lowest contributing relationships by monthly contribution, 12 month contribution, and RAROC.

2. Individual Monthly Change Analysis - Includes the monthly change analysis for the individual Relationship Manager logged into Axiom RPPS. Provides monthly KPIs for the current publish date and the preceding month.

### New reports for validating profitability

We added two new reports to the Profitability Calculation section of the System Management area. These reports enable you to validate current and projected profitability for products.

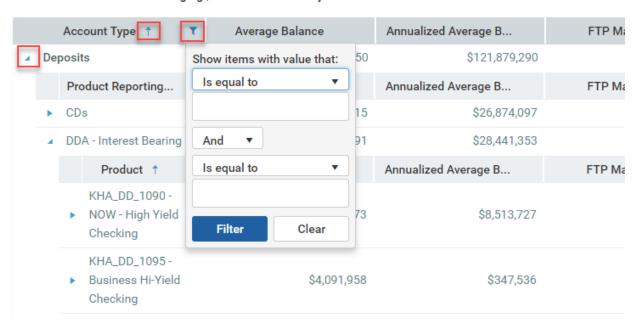
Processing Date - Current Profitability: July 2017 Published Date - Projected Profitability: June 2017



Inside each report, click the horizontal triangle to drill-down to greater detail among account types and their associated products. Hover over each column header with your cursor and click the filter icon that displays to filter data. Click the arrow in each column header to sort content in ascending or descending order.

### Current Processing Month - Profitability Metrics by Product

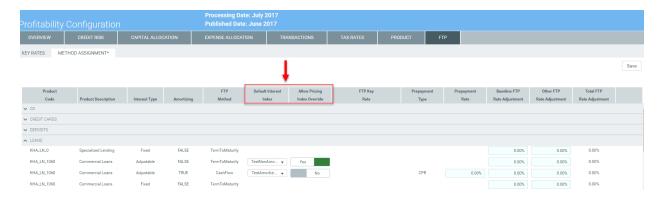
Source Table: RPPSAccountStaging | Month and Year: July 2017



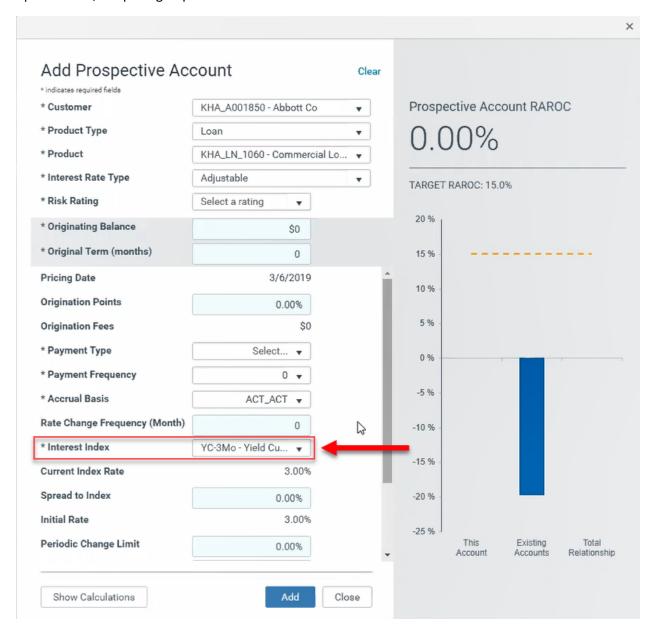
### Changes to FTP Method Assignment

We moved the default interest index used for repricing instruments for projected profitability and for pricing new accounts. This functionality is now located on the Method Assignment tab in the FTP section of Profitability Configuration setup.

These are the Default Interest Index and Allow Pricing Index Override columns. Use these to select a new default interest index for adjustable or variable products and to indicate whether to allow pricing index override.



If you click Yes in the Allow Pricing Index Override column for a product, a pricing requester can change the interest index when you add a prospective account for that product in My Portfolio. If you set the option to No, the pricing requester cannot select a different interest index.



The options available in the Default Interest Index column drop-down are set by the entries you made in the Interest Rate Setup tab found in the Current Rates section of Data Load.



For existing accounts, you can import the interest index with the monthly instrument data. If the interest index is not specified on the source data for the instrument then Axiom RPPS uses the default interest index when calculating projected interest income for instruments that reprice. The interest index looks up to the current Pricing Rate or yield curve set by your institution. These are instruments with the ITYPE of Adjustable (A) or Variable (V).

For new accounts in pricing requests, the default interest index which is associated with a pricing rate is used to calculate projected interest income. For Adjustable accounts, the relationship manager creating the request will enter a spread. The pricing rate plus the spread is used to calculate interest income.

## Known issues

The following table lists the known issues in this release:

Issue Description	Explanation
Proxy Functions are not available [TFS 30870]	<b>Symptom:</b> A Relationship Administrator or a Supervisor cannot directly build relationships for other users.
	<b>Explanation:</b> These users must first be assigned to both the Relationship Manager and Relationship Builder roles. Then, they must initially build the relationship in their own name and reassign the ownership to the correct user. Will be fixed in a future release.
Editing New Account in Pricing concludes in incorrect results in the Scenario Comparison [TFS 30883]	<b>Symptom:</b> Exiting the Add Prospective Account display In the Pricing Request utility without clicking Save will result in errors in the Scenario Comparison results.
	<b>Explanation:</b> Always click when editing a new prospective account. Save will save any changes. Do not click close or "X" in the upper-right of the display to the display. To clear incorrect results on the Scenario Comparison page, edit the new account and save the existing settings again. Will be fixed in a future release.
Number of Relationships limited to 32k [TFS 34333]	Symptom: The number of relationships for ranking is limited to 32,000. An error occurs when running current profitability if more than 32,000 relationships exist.  Explanation: Will be fixed in next release or patch. Can be hot fixed as needed.
When initiating a report or leaving a page sometimes a misleading message is displayed that unsaved changes will be lost. [TFS 32160]	Symptom: Axiom has a default message whenever a new tab is opening to display a report that is triggered whether or not changes have been made on the page.  Explanation: Will be fixed in a future release.
My Portfolio dashboard data not updating when an unassigned customer is added to an existing relationship. [TFS 28965]	Symptom: When an unassigned customer is added to an existing relationship, the portfolio level data on the My Portfolio is not recalculated to include the new customer. The data on the individual relationship line is correct. If the relationship is selected then the relationship dashboard data is correct.  Explanation: If the user logs out and logs back into the system then the profitability will be updated on the dashboard data.

Issue Description	Explanation
Security Manager incorrectly moves lines when a user name is selected. [TFS 32679]	Symptom: When a user is selected in Security Manager the displayed line of data can move to cover up a line or be covered by a different line of data.  Explanation: Will be fixed in a future release.
The PDF version of reports is not formatted correctly for display or printing. [TFS 29177]	Symptom: PDF versions of reports are screen shots of the report rather than a report that is formatted for display or printing.  Explanation: Will be fixed in a future release.

# Issues resolved in 2019.1

The following table lists the resolutions for issues addressed in 2019.1:

Issue Description	Description
Pricing Request: Duplicate Scenario names [TFS 28248]	Symptom: In a Pricing Request it is possible for the user to change the scenario name (through Edit) to any name including a name matching an existing scenario name in the pricing request.  Resolution: Corrected by adding a safeguard that indicates names must be unique.
Profit Calc: Origination Expense not mapped for CDs [TFS 30633]	Symptom: The Source tables for Deposits and CDs have a column for Origination Expense. When the source data is moved to the Account Staging table during Calculate Current Profitability this data is not include in that data transfer.  Resolution: Corrected by mapping source columns to staging table columns.
Navigation Bar: Displaying items not available to user per role settings [TFS 31301]	Symptom: Administrative items displaying in Navigation menu for users without the correct permissions.  Resolution: Corrected by removing permissions to the 'Administration' area of the task pane for 'Pricing Requester' and added the role 'RPPS Administrator' with access.
My Portfolio: The Product Reporting Group on the Account line is blank [TFS 31308]	Symptom: The value for Product Reporting Group is blank. It should display the description of the Product Report Group associated with the Product for that account.  Resolution: Corrected by adjusting data grid to display Report Group Description.

Issue Description	Description
Pricing: Prospective Customer template data outdated [TFS 31418]	<b>Symptom:</b> When initiating a Pricing Request for a prospective customer, the pricing form is populated with carry-over data in the existing accounts section. This is a prospective customer and they do not have any existing accounts. <b>Resolution:</b> Corrected by removing extraneous account information.
Default Data: CIF Table must be seeded with 'New' CIFID for prospective customers [TFS 31483]	<b>Symptom:</b> When a RPPS system is installed, the package for the CIF Table must be seeded with 'New' CIFID for prospective customers. The Pricing Request for prospective customers uses the CIFID of 'New' when creating a prospective customer pricing request. All prospective customers are assigned CIFID = 'New'. <b>Resolution:</b> Corrected by adding a CIF save to the default data.
Projected Profit: Cash Management Expense is not included in Projected Profitability Calculations [TFS 31655]	Symptom: Cash Management Expense is not included in the Projected Profitability calculations. Cash Management Income is being included.  Resolution: Corrected by adjusting table calculations and adding a column to the Instmodelstg table.
Default Data: KeyRatesStructure default data is incorrect [TFS 31940]	Symptom: Overnight rate is listed twice with averaging for 0 and for 20 months.  Resolution: Corrected removing the extra line from default data to only save 'Overnight' once.
Pricing: Submit Button is missing [TFS 32006]	Symptom: The Submit button is missing when there is only one scenario.  Resolution: Corrected adding Submit button when only one scenario is created.  When more than one scenario is created, the use must click the Compare button and submit from the Comparison report.
Pricing: Submitted Scenario loses all existing Account details [TFS 32007]	Symptom: Once an account is submitted, the Pricing Request loses all existing account detail.  Resolution: Corrected by updating ETL with correct table lookups.
Rel Builder: Page is failing on too many Unassigned CIFS and/or Relationships [TFS 32045]	Symptom: When logged in as Administrator or Relationship Administrator, Relationship Builder does not return results or returns an error message.  Resolution: Corrected by adding pagination to Relationship Builder.
Profit Calc: Metric Calculations have the wrong string length for CIFID [TFS 32099]	Symptom: Metric Calculations have the wrong string length for CIFID.  Resolution: Corrected by updating select CIF import fields to 30.
Reports: Validate Current Profitability Trend [TFS 32116]	Symptom: Report is not displaying staging data for unpublished data. It is only displaying published data.  Resolution: Corrected by rearranging data display.

Issue Description	Description
Reports: FTP Results [TFS 32157]	Symptom: Report is not displaying data.  Resolution: Report is functioning as designed. If the report reports on errors. If there are no errors, the report will be blank.
Reports: Validation Projected Profitability All Products issues [TFS 33385]	Symptom: Various issues with this report.  Resolution: Corrected by changing the format of the report to mirror the format used for the Current Profitability Validation report.