

### Compliance Onboard

Training

# Market Pain Points







- One can't be 100% sure about the information provided by a client, supplier or any business partner; it must be verified on reliable information sources
- This information could be scattered through diverse sources, and there might be duplicate, biased or missing data, or even inconsistencies among the information provided by different departments in the same company
- Lack of transparency can hide risks related to a company's corporate linkage and the identity of its Ultimate Beneficial Owners and shareholders
- Latin America is one of the regions with the highest corruption and money laundering levels; non-compliance risks are always present
- Companies face the problem of not knowing where to find reliable information and insights, and taking actions in this area are very time consuming and they require many technological and human resources
- Businesses in emerging markets usually lack the capacity to have timely answers to new Compliance regulations
- There are specific Compliance standards and laws for each industry, region and country, many of which establish that not being aware of these regulations does not exempt companies from their accountability to meet them









Compliance forces companies to meet the laws, regulations and guidelines related to Anti-Money Laundering (AML) and corruption practices. These guidelines urge companies to implement proceedings and best practices to meet them.

Violating these regulations can cause monetary penalties, and even civil and criminal consequences.







#### What is **Due Diligence?**

It is the process a company carries out to assess risks related to individuals and companies that are current or potential business partners.

It involves a thorough investigation or audit that allows companies to identify risks or red flags after screening on several information sources.



Anti- corruption lists



Anti-money Laundering (AML)



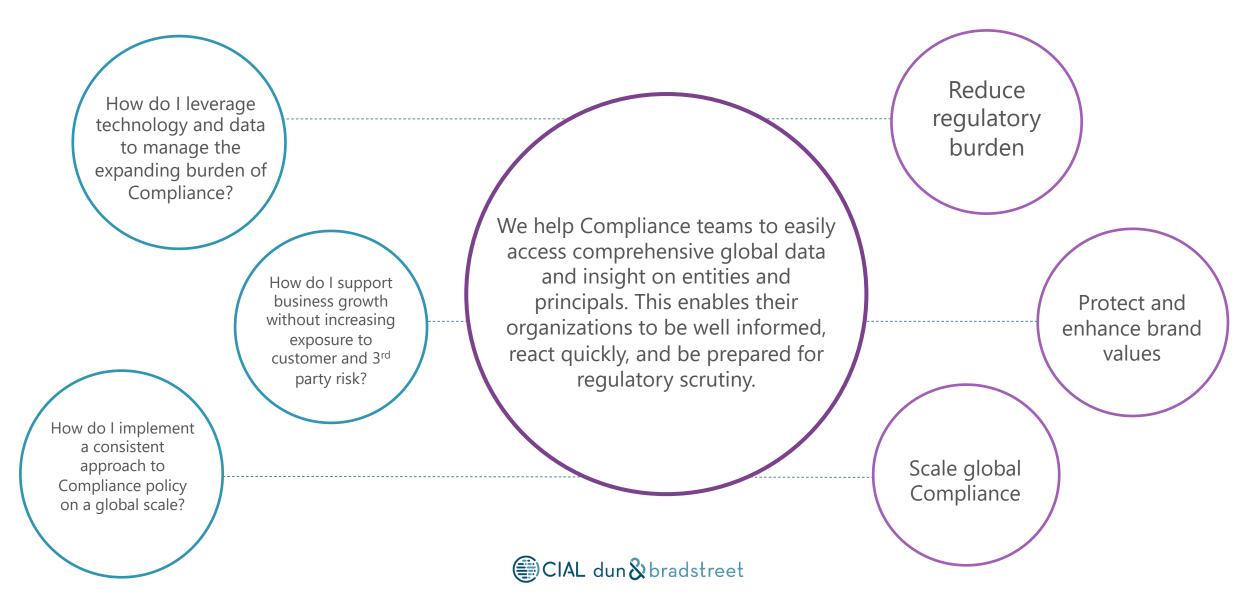
**Adverse Media** 



Politically Exposed People (PEP)



#### Compliance teams must find answers to these questions:







#### Mitigate

Do I have the trustworthy data I need to ensure compliance with all regulations and to generate insights for profit and growth?



#### Accelerate

How do I verify companies and individuals to comply with regulations while moving at the speed of business?



## What objectives should an **effective Compliance program meet?**



Mitigate Risks

Reducing non-compliance risks (both legal and regulatory)

Comply with rules and regulations

Protecting the company's brand and reputation

Promoting and executing ethical best practices

Eliminating unethical behaviors internally

Looking after integrity and righteousness

Defending the company's core values

Enabling growth for the company

Driving value for shareholders

Promoting compliance and ethics as competitive assets

Reducing costs derived from non-compliance







Simple onboarding processes

Great customer experience

Continuous screening and monitoring

Keeping registries fresh and updated





**Focused on risk** 





#### **Company's** objectives

Optimized use of resources

Accelerated growth

Cross-selling

Leak-proof
Compliance process

Optimum efficiency

#### The best way a company is protected against risks of regulatory non-compliance is having a Due Diligence process.

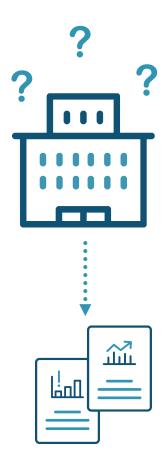
Its best defense will come from screening its clients, suppliers and any business partner to decide whether or not to establish business relationships with them based on reliable data and insights.

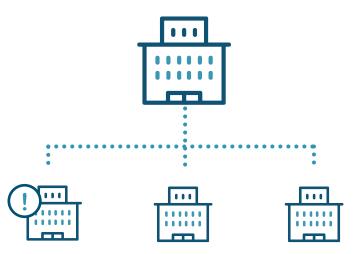




Ignoring the status of their business partners does not exempt companies from accountability in case they end up involved in corruption and unethical business practices.

Timely risk detection is essential to prevent economic penalties or severe measures, which can even lead a company to being banned from business.





Risk prevention can be fully covered by verifying if a company related in the corporate family tree of a business partner is involved in illegal activities, including their executives and shareholders.





## How can I detect risks to meet Compliance regulations?



#### Our data and technology is supporting our customers to **build** robust compliance programs and cultures

- Classification
- Form capture
- Reporting









- Entity identification
- **Entity verification**
- Aggregated risk calculation

- Watch list screening
- PEP Identification
- Adverse media & Corporate litigation
- Open source searching





Global Compliance

Dataset



- **UBO & main** executives identification
- Monitoring & Workflow Management



#### Companies need to incorporate a process to solve these pain points and to meet all international Compliance regulations to prevent legal risks

#### Example of a *Due Diligence process*













Identify	Verify	Enrich	Screen	Monitor	Audit
Identify the specific entity and its relationships	Verify a set of data against that business taking a risk-based approach	Establish ownership of the business & determine Ultimate Beneficial Owners	Screen entities and individuals for international sanctions, PEPs & reputational risk	Monitor for changes to circumstance events and compliance flags	Demonstrate & document adherence to established policies

What can we do to help Latin American companies meet all these Compliance issues?

## We offer data and solutions that enable them to adapt to the currently shifting Compliance context in the region







## Which Due Diligence actions can be done through Compliance Onboard?















ldentify	Verify	Enrich	Screen	Monitor	Audit
Identify the specific entity and its relationships	Verify a set of data against that business taking a risk-based approach	Establish ownership of the business & determine Ultimate Beneficial Owners	Screen entities and individuals for international sanctions, PEPs & reputational risk	Monitor for changes to circumstance events and compliance flags	Demonstrate & document adherence to established policies

**Compliance Onboard** is a solution that enables companies to perform screenings to detect legal, reputational and business risks and red flags which can arise when working with a company or individual.

It gives easy access to **reliable information sources** to verify the identity of entities and individuals, and it keeps continuous monitoring actions for timely detection of Compliance risks that might affect a company.





**Compliance Onboard** is a solution that allows companies to do screenings to detect legal, reputational and business risks and red flags, which can be hidden when working with a company or individual.

It gives easy access to **reliable information sources** to verify the identity of entities and individuals, and it keeps continuous monitoring actions for timely detection of Compliance risks that might affect a company.





#### Key **Benefits**





- Easy verification of the real identity of companies and individuals on global Watchlists and information sources
- Identity resolution of shareholders and linked companies in a Corporate Family Tree to identify a business' Ultimate Beneficial Owners
- Reputational and non-compliance regulatory risks of being involved in money laundering, corruption and illegal activities are significantly reduced
- Fast and transparent onboarding processes to work with new clients and suppliers



#### **Benefits**



A fast and intuitive **interface**, that enables to do comprehensive Due Diligence analyses



Diverse Due Diligence **Reports** based on the depth level required for an investigation



Keep **records** of the process and investigation actions in case they are required as evidence for internal audits and external regulations



**Alerts** that arise from monitoring entities in case they go under a change that might imply risks



Access to multiple users and capabilities to customized authorization and permission levels



**Screenings** in over 400 global Watchlists, including AML, corruption, PEPs and Adverse Media



Ability to **save** Due Diligence investigations in Snapshots, as well as access to history anytime



## It makes Compliance decision-making easier in five simple steps:

1

Identifying information on potential business partners by leveraging CIAL Dun & Bradstreet's largest commercial database in the world with over 320 million companies

3

**Screening** current and potential business partners on over 18 million registries of Watchlists, PEP lists and *Adverse Media* 

5

Documenting the Compliance process by saving digital files of the Due Diligence results, including registries for audits, user notes and references, Snapshots of reports that were used, which include the date, time and name of the user investigating that case

2

Investigating entities and individuals to gather financial, operational and commercial information on the entities investigated, and being able to download among 4 types of reports with different depth levels of information

4

**Monitoring** changes to identify risks on the entities that go under new scenarios and receiving alerts when new red flags are detected



## Reports to support Due Diligence processes



## These reports will enhance Compliance actions and support decision-making

Compliance Onboard offers users 4 types of reports:

Compliance Report – the most comprehensive report; it includes a Commercial BIR with CIAL Dun & Bradstreet's scores and ratings, information on UBOs, corporate family trees, and names of executives and shareholders; additionally, it offers screenings on executives, shareholders and linked companies

**Verification Report** – includes a financial and operational summary, information and screenings on a company's executives, shareholders and UBOs

Family Tree Report – Enables you tounderstand relationships within a corporate structure through a graphic and dynamic report

Ownership Report – includes information on related companies and shareholders



# What kind of insights do we provide to support **Due Diligence processes and Compliance decision- making?**







- The most accurate and comprehensive financial and operational information on over 300 million companies
- Key information linked to a D-U-NS ® Number that enables us to verify the exact identity of a company
- Corporate linkage that gives a broad and detailed landscape on a business' family tree
- Ultimate Beneficial Owners to identify the individuals behind companies
- Executives and shareholders of a business to determine if any person in a company can imply Compliance risks



- Over 400 global Watchlists and alerts that keep risks updated
- Over 2,000,000 Politically Exposed People (PEP)
- Over 10,000 sources of Adverse Media

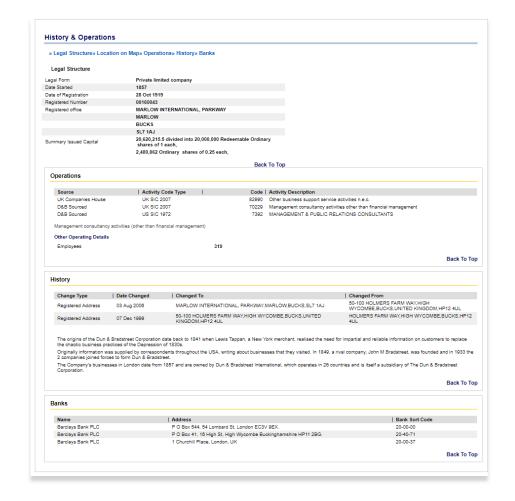


# CIAL Dun & Bradstreet's Data





## Financial and Commercial Summary – Compliance Report

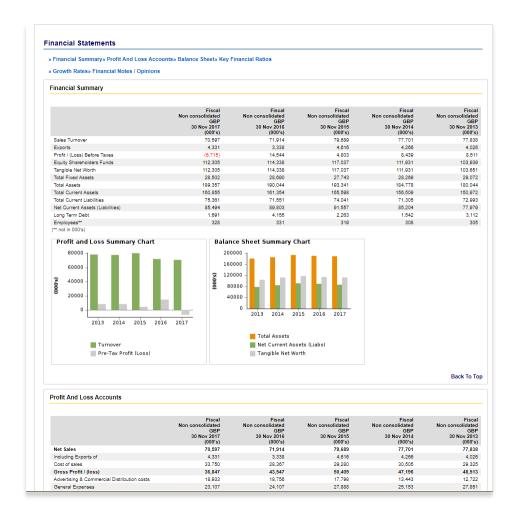


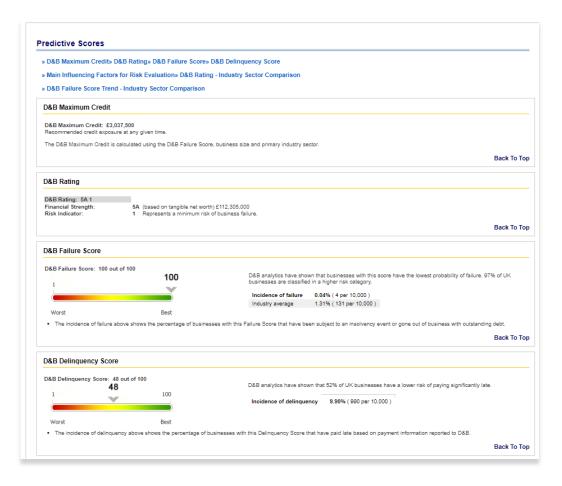
	pals» Previous Principals
Current Principals	
There are currently 6 principals.	
Edward Thorne:	
Position	Director
Date Appointed	09 Feb 2017
Address	Marlow International, Parkway , Marlow , Bucks , SL7 1AJ
Date of Birth	Nov 1980
Nationality	British
Occupation	Managing Director
Other Current Associations	
Company Name	Date Appointed
ONESOURCE INFORMATION SERVICES UK LTD +	30 Jan 2017
Avention UK Limited +	26 Jan 2017
Greg Battisson:	
Position Date Appointed	Director 07 Feb 2017
Address	Marlow International, Parkway , Marlow , Buoks , SL7 1AJ
Date of Birth	Apr 1978
Nationality	British
Occupation	Uk Finance Leader
Rosemarie Jane Ellis: Position	Director
Position Date Appointed	04 Oct 2006
Position Date Appointed Address	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT
Position Date Appointed Address Date of Birth	04 Cet 2006 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1988
Position Date Appointed Address	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT
Position Date Appointed Address Date of Birth Nationality	04 Oct 2000 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1968 British
Position Date Appointed Address Date of Birth Nationality Occupation	04 Oct 2000 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1968 British
Position Date Appointed Address Date of Birth Nationality Occupation Other Current Associations	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1988 British Director
Position Date Appointed Address Date of Birth Nationality Occupation Other Current Associations Company Name DBB HOLDINGS	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1988 British Director
Position Date Appointed Address Date of Birth Nationality Cocupation Other Current Associations Company Name Das HOLDINGS AUSTRALIA LTD + DUN & BRADSTREET	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1988 British Director   Date Appointed 16 Aug 2010
Position Date Appointed Address Date of Birth Nationality Occupation Other Current Associations Company Name Das Hot DINGS AUSTRALIA LTD > DUN & BRADSTREET INVESTMENTS LTD >	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 GJT Jun 1988 British Director   Date Appointed 16 Aug 2010
Position  Date Appointed Address Date of Birth Nationality Occupation  Company Name Das HOLDINGS AUSTRALIA LITD ▼ DUN & BRADSTREET INVESTMENTS LITD ▼ N2 CHECK LITD ▼ Dun & BRADSTREET INVESTMENTS LITD ▼ N2 CHECK LITD ▼ Dun & BRADSTREET INVESTMENTS LITD ▼ N2 CHECK LITD ▼ Dun & BRADSTREET INVESTMENTS LITD ▼	04 Oct 2000 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 GJT Jun 1988 British Director    Date Appointed 16 Aug 2010 16 Aug 2010 12 Mar 2007
Position Date Appointed Address Date of Birth Nationality Occupation Other Current Associations Company Name Date HOLDINGS AUSTRALIA LTD > DUN & BRADSTREET INVESTMENT'S LTD > N2 CHECK LTD > Dun & Bradstreet Finance Ltd > D & B Goup Holdings	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1968 British Director    Date Appointed 18 Aug 2010 18 Aug 2010 12 Mar 2007 04 Oct 2008
Position Date Appointed Address Date of Birth Nationality Cocupation Other Current Associations Company Name DBB HOLDINGS AUSTRALIA LITD ▼ DUN & BRADSTREET INVESTMENTS LITD ▼ NX CHECK LITD ▼ Dun & Bradstreet Finance Ltd ▼ Dun & B Group Holdings (UK) ▼ & B Group Holdings (UK) ▼ & B EGROPPE LIMITED	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1988 British Director  I Date Appointed 10 Aug 2010 18 Aug 2010 12 Mar 2007 04 Oct 2006 04 Oct 2006 04 Oct 2006
Position Date Appointed Address Date of Birth Nationality Occupation Other Current Associations Company Name Date HOLDINGS AUSTRALIA LTD > DUN & BRADSTREET INVESTMENTS LTD > N2 CHECK LTD > Dun & Bradstreet Finance Ltd > Date Broup Holdings (UK) > & B Group Holdings (UK) > & B B GROUP HOLDINGS  C WONGS BUSINESS	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1988 British Director    Date Appointed
Position Date Appointed Address Date of Birth Nationality Occupation Other Current Associations Company Name DASH OLDINGS AUSTRALIA LTD DUN & BRAD STREET INVESTMENTS LTD  N2 CHECK LTD  Dun & Bradstreet Finance Ltd  UK)  D & B Group Holdings (UK)  V B B B B B B B B B B B B B B B B B B	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1988 British Director  I Date Appointed 10 Aug 2010 18 Aug 2010 12 Mar 2007 04 Oct 2006 04 Oct 2006 04 Oct 2006
Position Date Appointed Address Date of Birth Nationality Occupation Other Current Associations Company Name DAS HOLDINGS AUSTRALIA LTD ~ DUN & BRADSTREET INVESTMENTS LTD ~ N2 CHECK LTD ~ Dun & Bradstreet Finance Ltd ~ KOSMOS BUSINESS INFORMATION LTD ~ D & B BUROPE LIMITED  * KOSMOS BUSINESS INFORMATION LTD ~ D & B Boldings (UK) ~ D & B B BOLDINGS (UK) ~ D & B B B B B B B B B B B B B B B B B B	04 Oct 2008 9 Casey Court, Stanford Dingley , Reading , Berks , RG7 6JT Jun 1968 British Director    Date Appointed





## Financial and Commercial Summary – **Compliance Report**



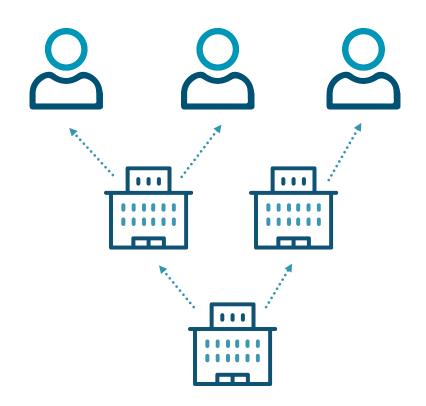




## Ultimate Beneficial **Owners**

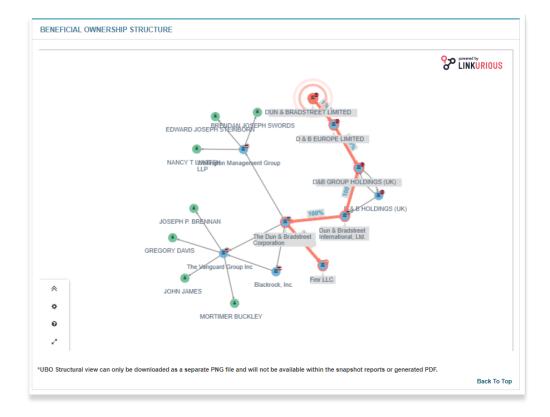
Information on the owners of a company and corporate linkage graphics

Identifying Ultimate Beneficial Owners determines who are the people behind a business

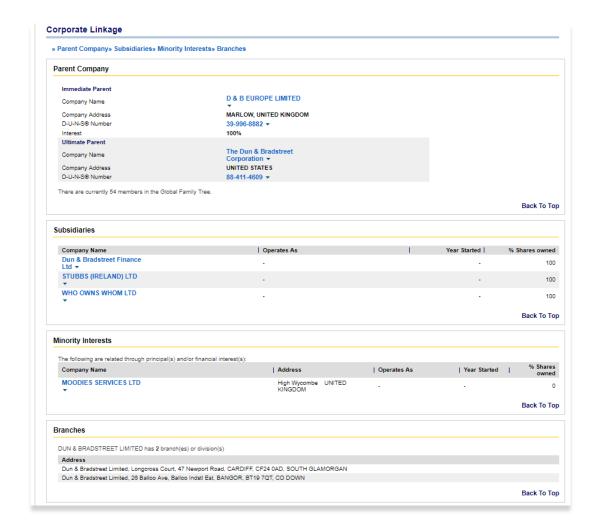




## Ultimate Beneficial Ownership



#### Corporate **Linkage**







#### **IMPERATIVES**

Comply with Regulatory Requirements

Build Transparency

Practice Good Corporate Governance

**Protect Brand Reputation** 

Accelerate efficiency in Due Diligence

#### **NEEDS**

Quickly access trusted, consistent, global data in one place

Understand nested ownership structures

Effectively calculate complex ownership

Act on dynamic data updates

Automate processes for Due Diligence

Drive revenue decisions faster







## What the main global Compliance regulations establish on Ultimate Beneficial Ownership

FinCEN Final Rule	It urges companies to verify the identity of individuals that own 25% or more of a business.	
4th EU AML Directive	It urges companies to verify the identity of individuals that own 25% or more of the shares or voting rights in a corporate entity. If after having exhausted all possible means and provided no UBO is identified, the natural person(s) holding the position of senior managing official(s) is/are, in principle, considered to be the UBO.	
OFAC	<b>OFAC's 50%</b> rule establishes that the properties of entities controlled (directly or indirectly), on 50% or more, by one or more banned individuals will be considered banned too, regardless of whether or not they are listed in OFAC's SDN list.	
FATCA	It urges financial, and some non-financial organizations, who own assets or investments outside the U.S. to identify and report all U.S. citizens owners of 10% or below for Foreign Investment Vehicles.	
Common Reporting Standards	It urges companies to report financial information on the UBOs that own 10% or more of a business for tax transparency purposes.	
Politically-Exposed Persons (PEP)	THESE UNIDERINES ESTABLISH THAT IT IS HECESSALV TO INCHTILL ODOS AS HOW AS 1/0 OF A 1/0 A	
Dodd-Frank	It urges beneficial owners of more than <b>5%</b> of certain equity securities to disclose information relating to such beneficial ownership.	
SEC 506(e) disclosure	It urges issuers to perform Due Diligence on any person that is going to become a <b>20%</b> beneficial owner upon completion of a sale of securities.	

## But customers face real challenges in surfacing **Beneficial Owners**



Various Beneficial Ownership definitions, threshold and due diligence requirements lead to redundant operations across Compliance teams. Beneficial Owner Self-certification may negatively impact customer experience, the collection process is costly and time consuming, the data received often is not sufficient.

Only 2% of the world countries made Beneficial Owners data available and accessible at the central registry.

Complex and nested ownership structures are time consuming to unwind and visualize.

Analysts need a better way to identify and calculate Beneficial Owners.



#### CIAL Dun & Bradstreet ownership definitions



#### TRADITIONAL LEGAL CORPORATE LINKAGE

One corporation has majority ownership if it owns >50% of another corporation's capital stock.

There are two types: 1) subsidiary to parent and, 2) branch to headquarters.

#### **ALTERNATIVE LINKAGE**

Some business to business relationships fall outside of traditional linkage: franchise, agent, dealer, minority ownership (0% to 49%), joint venture.

#### **BENEFICIAL OWNERSHIP**

It refers to the relationships between companies and natural person(s) who ultimately own or control a business. CIAL Dun & Bradstreet's Global Beneficial Ownership data is used to identify individuals and organizations down to 0.1% ownership interest in a given entity and calculate beneficial control.

We are capable of unlocking over 110M relationships between companies and people, including traditional and alternative linkage and the people behind those companies.



# Our teams can instruct prospects on these topics addressing the 'five point pitch'

- Market Shift/Need: 90% of Compliance Chief Officers say establishing Beneficial Ownership is a significant challenge for them.
- Implication: CCO's need to quickly calculate detailed levels of individual people ownership, depending on numerous regulations. They need to reduce this burden whilst accelerating due diligence processes, driving efficiencies and deliver cost savings for their organization.
- Ideal Solution: A truly global tool, that can quickly identify a set of beneficial owners, based on their policy rules and instantly deliver analytics they can trust in terms of accuracy, timeliness and security.
- How CIAL D&B Delivers Solution: CIAL Dun & Bradstreet offers modern API's, online platforms and Batch File solutions to enable our customers and alliance partners to imbed Beneficial Ownership calculations into their policy or products, using their a risk based approach. This makes completing Due Diligence tasks quicker and mitigates risk. We provide them either the full ownership structure or a simple list of the actual beneficiaries to suit the particular use case or need.
  - **Proof Points:** Customer can remediate large number of customers faster. They can simply add beneficial ownership data into existing workflow tools knowing Cial Dun & Bradstreet has the right global access, with the right analytics, to help them be compliant, drive efficiencies and support quicker time to revenue.

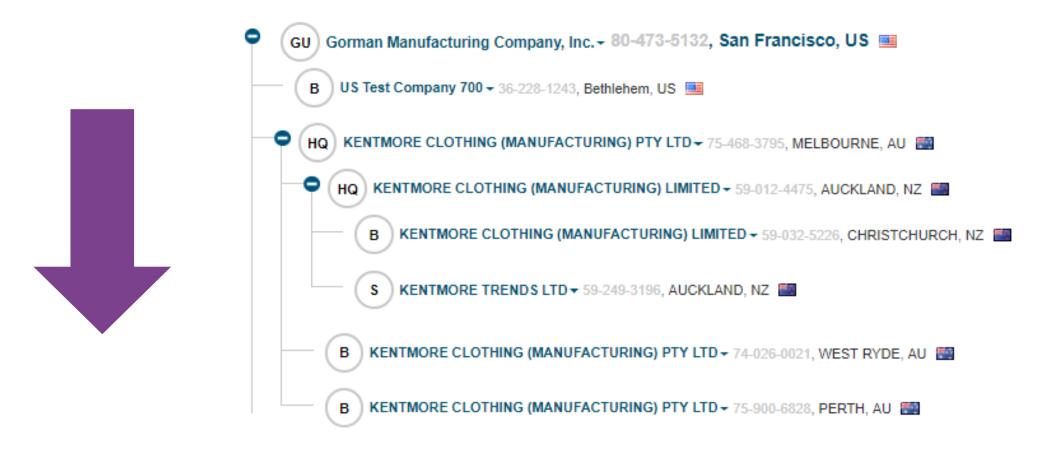


# What makes us different regarding beneficial ownership?



### Example of a **Corporate Family Tree**

#### Gorman Manufacturing Company Inc





#### Gorman Manufacturing Company Inc.

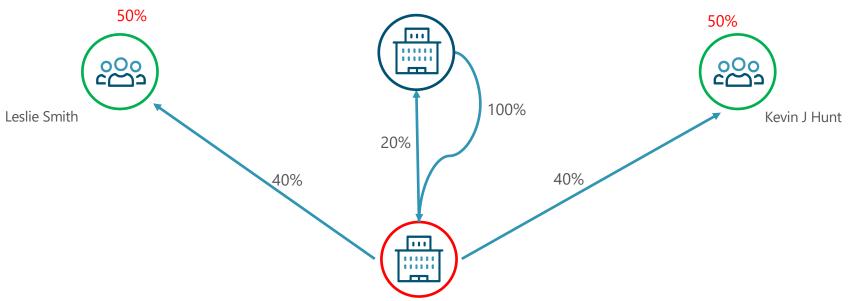




Address: 222, Collingwood Rd, Melbourne,

2611, Australia





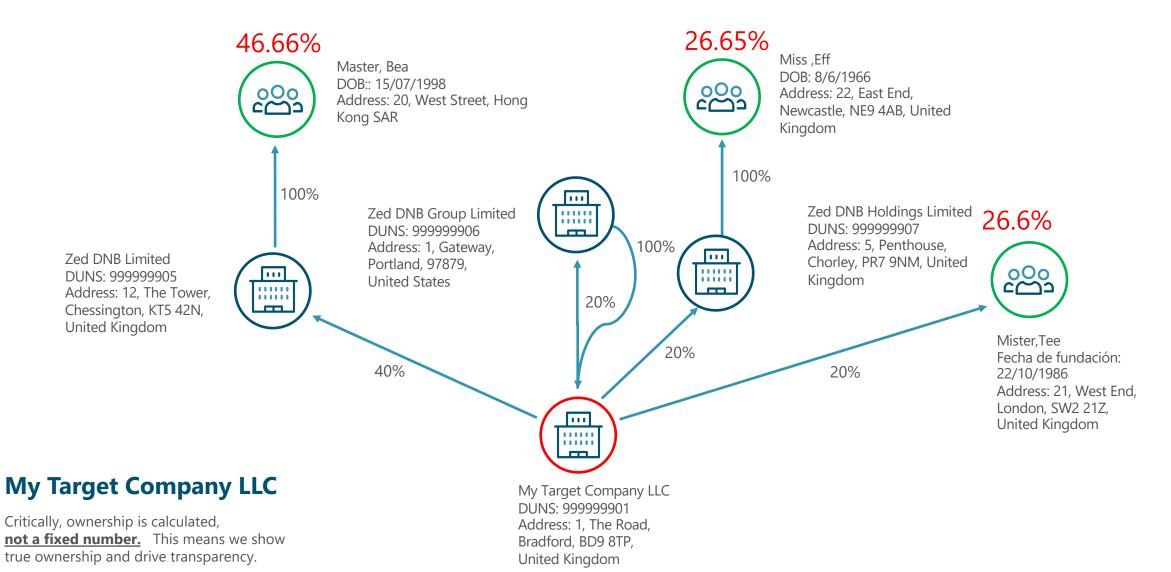
Gorman Manufacturing Company, Inc DUNS: 804735132

Address: 492, Koller St, San Francisco, California, 94110, United States



#### The devil is in the detail of the calculation









## Beneficial Ownership



#### Data available within:

 Ownership, Compliance, Verification & Custom Reports

#### Filters enable customer to:

- Choose percentage of UBO
- Include Direct / Indirect / Beneficial Owners
- List of Owners or Visualization of structure









Watchlists include entities and individuals suspicious of being involved in illegal activities, such as money laundering and corruption. Doing business with them would imply risks and would require detailed monitoring over them to avoid non-compliance risks.

Doing business with these entities and individuals would be cause of economic penalties, and might even cause business debarment.

#### **Some Watchlists:**

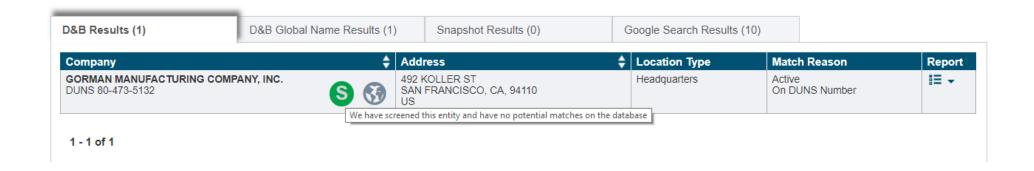
- OFAC
- FinCen
- AML
- Corruption
- FBI
- DEA
- Debarment lists
- Commercial banned lists
- Visa / Travel Ban
- War Crimes
- Warnings







Identifying compliance risks in the initial stages of the process

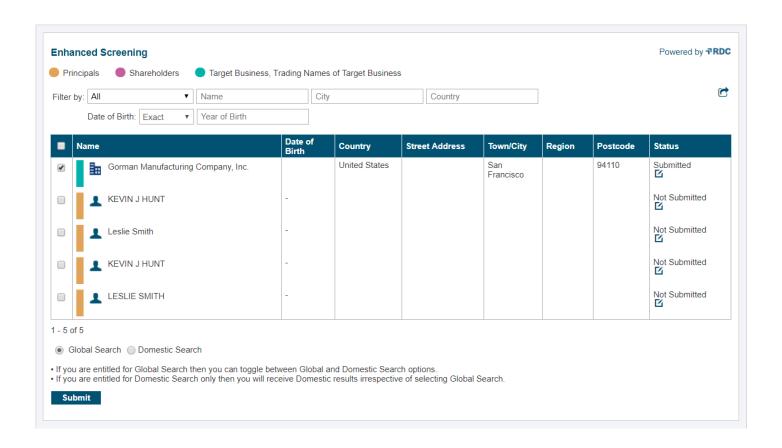


- S No results for this company were found on the database
- Some events in the database might involve this entity
- Multiple events involving this entity





Knowing compliance risks of companies, executive officers and shareholders, related to the company being simultaneously screened









Quickly identifying the type of event, source and information's entity in sanction lists and adverse media



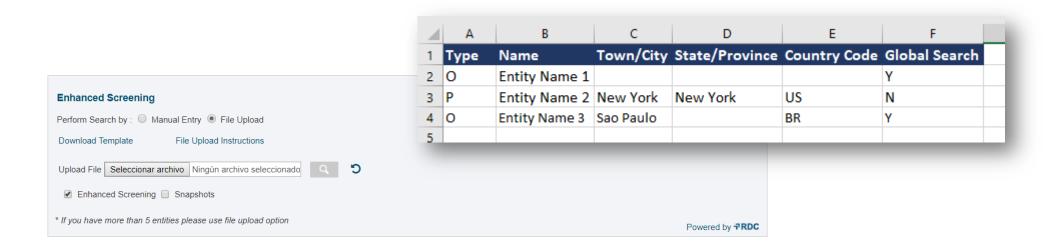


Enhanced Screening						*Mandatory			
Perform Search by :   Manual Entry  File Upload									
Search Type:	*Name	Town/City	State	Country					
Organization Person	Carlos Slim			Mexico	▼ 👄				
Organization Person	América Móvil			Mexico	▼ 👄				
Organization  Person	CLARO			Peru	▼ 👄				
Organization Person	Arturo Elías Ayub			Select Country	▼ 👄				
Organization Person	Edgar Smolensky			Select Country Select Country	▼ 👄				
* If you have more than 5 entities please use file upload option  Powered by									

Scanning different entities simultaneously (up to 5) in more than 400 watchlists, PEP and adverse media







Batch upload of entities to make the screening process more efficient





## Politically Exposed People (PEP)

This term refers to individuals in high-ranking posts, who occupy or have occupied significant public roles. Overall, a PEP represents higher risk of being involved in bribery and corruption actions due to their influence and position.

Not only a person occupying political positions is considered a PEP; it could also be close associates or relatives of the person occupying such positions.

## Types of Politically Exposed People:

- Officers on executive, congress and judicial levels
- Relatives and close associates
- High-ranking posts in public corporations
- Financial auditors
- Diplomatic corps
- Military officers
- Officers in international organizations





## Adverse **Media**

It refers to the information on illegal activities in which a person or entity is presumably involved, based on published adverse news on trustworthy media sources.

#### **Examples of Adverse Media information:**

- Bribery
- Business crimes
- Counterfeiting
- Fraud
- Confiscation of assets
- Illegal loans
- Money laundering
- Illicit mortgage
- Organized crime
- Regulatory measures
- Violations to Security Laws
- Human trafficking
- Terrorism



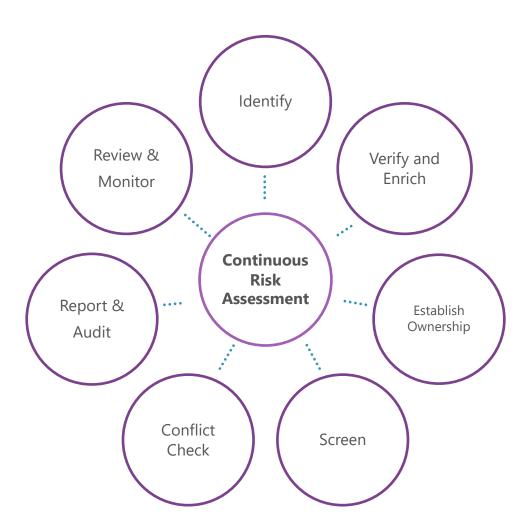
# How can we start a conversation with a prospect for Compliance Onboard?



We should strike up a consultative dialogue

highlighting the Pain Points

- How can I verify the authenticity of the information that my client or vendor has sent me?
- How do I shorten the time it takes to onboard a client?
- How can I ensure regulatory Compliance when identifying Ultimate Beneficial Owners?
- How can I quickly identify potential Regulatory or Brand Risks if I engage with a new customer or supplier?
- How can I store this data for transparency and reuse, ensuring I have a picture of my entire engagement with a client?
- How do I keep my client data fresh so I am acting on the latest information?





# Who can be a potential customer for Compliance Onboard?



#### Types of **customers**





- Medium and large companies that need to create a strong business relationships with clients and suppliers
- Companies engaged in high risk business relationships
- Companies involved in State-regulated processes to reduce risks
- Companies with manual Due Diligence processes that make them difficult to validate information on multiple sources
- Companies required to have a full view of a company's corporate family tree to determine its Ultimate Beneficial Owners

# Business Model

# Pricing model Compliance Onboard UI & API

License fee per user



Volume per type of report



2,000
Screenings
(Additional screenings are available with a charge)

# Compliance Solutions Product Portfolio



#### **Portfolio of Compliance Products**

Main features*	Onboard UI	Onboard API	Watch UI	Watch API
1 Financial and operational information from CIAL D&B	Х	Х		
2 Corporate family trees	Χ	Χ		
3 Ultimate Beneficial Owners	Χ	Χ		
4 Executives and shareholders	Χ	Χ		
5 Screening of companies	X	Χ	Χ	Χ
6 Screening of individuals	X	Χ	Χ	Χ
7 Over 400 global Watchlists and PEP	X	Χ	Χ	Χ
8 Adverse Media events	Χ	Χ	Χ	Χ
9 Batch Screening	Х	Χ	Χ	Χ
10 Report download	Χ		Χ	
11 Saving search history	Χ		Χ	
12 Creating cases with risk levels	Χ			
13 Adding notes or documents to an investigation	Χ		Χ	
14 Printing reports	Χ		Χ	
15 Access to multiple users	Χ		Χ	
16 Request new company investigation	X	Χ		
17 Software as a Service Platform (SaaS)	Χ		Χ	
18 Integrating systems through APIs		Χ		Χ
19 Transaction of batch information		Χ		Χ
20 Training and support	Χ	Χ	X	Χ



Thank you. Gracias. Obrigado.

