

Back Office Equity 2014



Survey Design

		Nordics	Denmark	Finland	Norway	Sweden
All Organisations	That manage their own back office	109	20	25	31	33
Product Segments	Domestic Equity	105	19	25	30	31
	Foreign Equity	93	19	24	25	25
	Equity Derivatives	55	10	11	16	18
Interviewees	Person responsible for the daily administration Head of back office or person referred to					
Method & Time	Telephone interviews by TNS Sifo Prospera's interviewers August 15 th – September 19 th , 2014					
Overall Performance	Weighted average of criteria covering accessibility, problem solving, technical solutions, personal contacts, routines, product knowledge, rules & standards, register, confirmations, settlement, error handling and special inquiries. Scale 1-5. Each criterion is weighted by its importance.					

Overall Performance Nordics

All Organisations

Rank	Mean Value	
1	4,15	SEB
2	4,13	Carnegie
3	4,10	ABG Sundal Collier
4	4,07	Handelsbanken
5	4,06	Nordea Markets

Overall Performance All Organisations

	Rank	Mean Value	
Denmark	1	4,34	Jyske Bank
	2	4,24	SEB
	3	4,21	ABG Sundal Collier
	*4	4,13	Carnegie
	*4	4,13	Credit Suisse
Finland	1	3,96	Evli Bank
	2	3,90	SEB
	*3	3,89	Carnegie
	*3	3,89	Nordea Markets
	*5	3,87	FIM
	*5	3,87	Handelsbanken
Norway	1	4,33	DNB Markets
	2	4,32	Carnegie
	3	4,31	SEB
	4	4,28	ABG Sundal Collier
	5	4,25	Handelsbanken
Sweden	1	4,14	SEB
	2	4,11	J.P. Morgan
	3	4,10	DNB Markets
	4	4,09	Danske Bank Markets
	5	4,08	Handelsbanken