

IT Open Day 2022

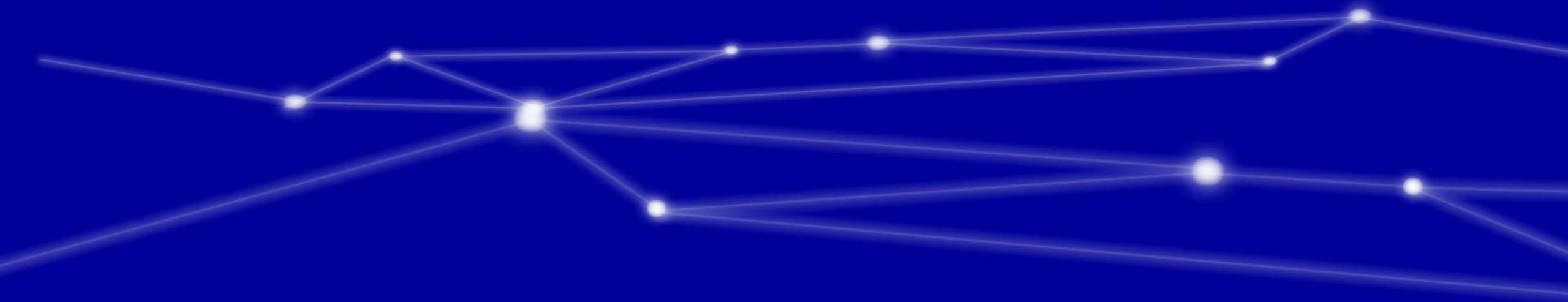
Customer Technical Support
Katarina Zmijanović
Philipp Strobl



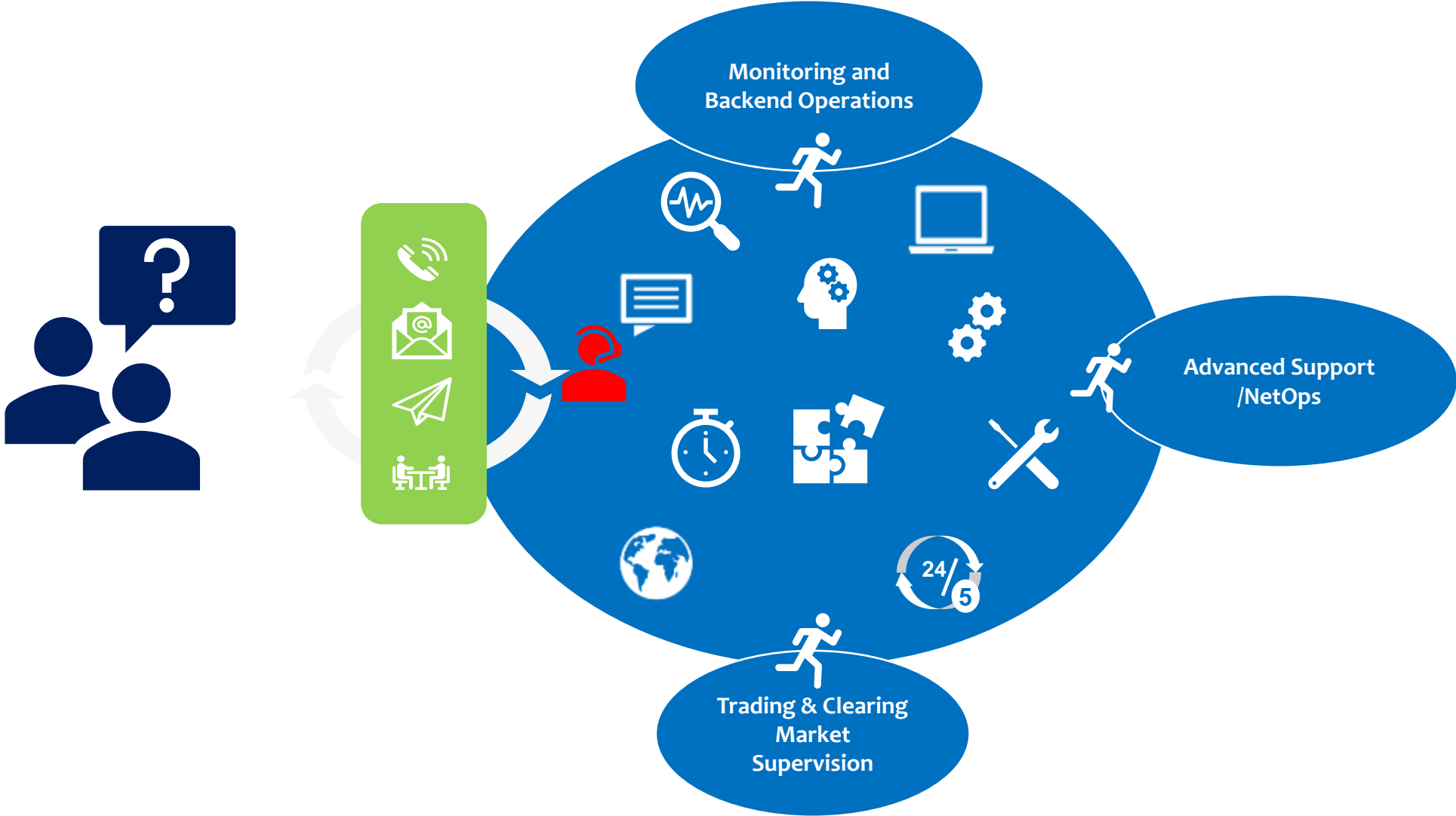
Agenda



Customer Technical Support



Customer Technical Support



What we do



Technical consulting

Connectivity consulting on customers' current technical infrastructure



Release support

Consulting and weekend release technical support



Relationship Management

With all technical counterparts



Incident Management

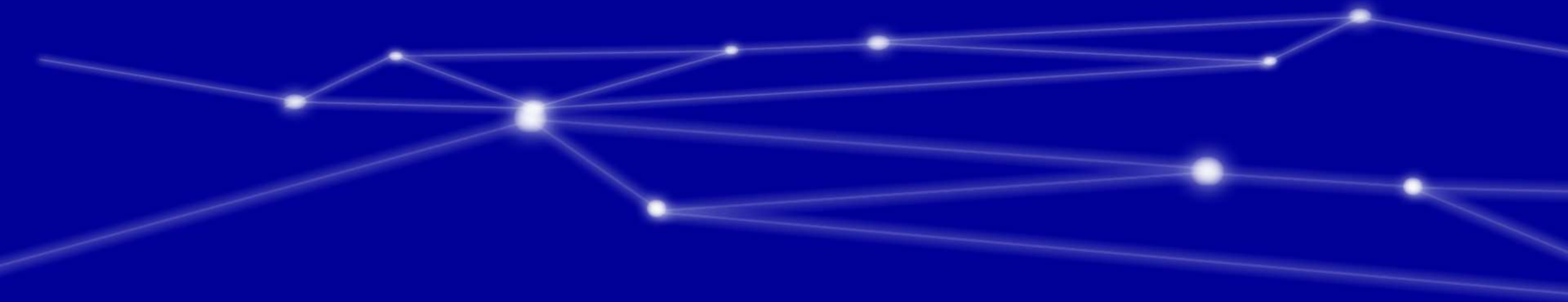
Manage, coordinate and consult on technical incidents



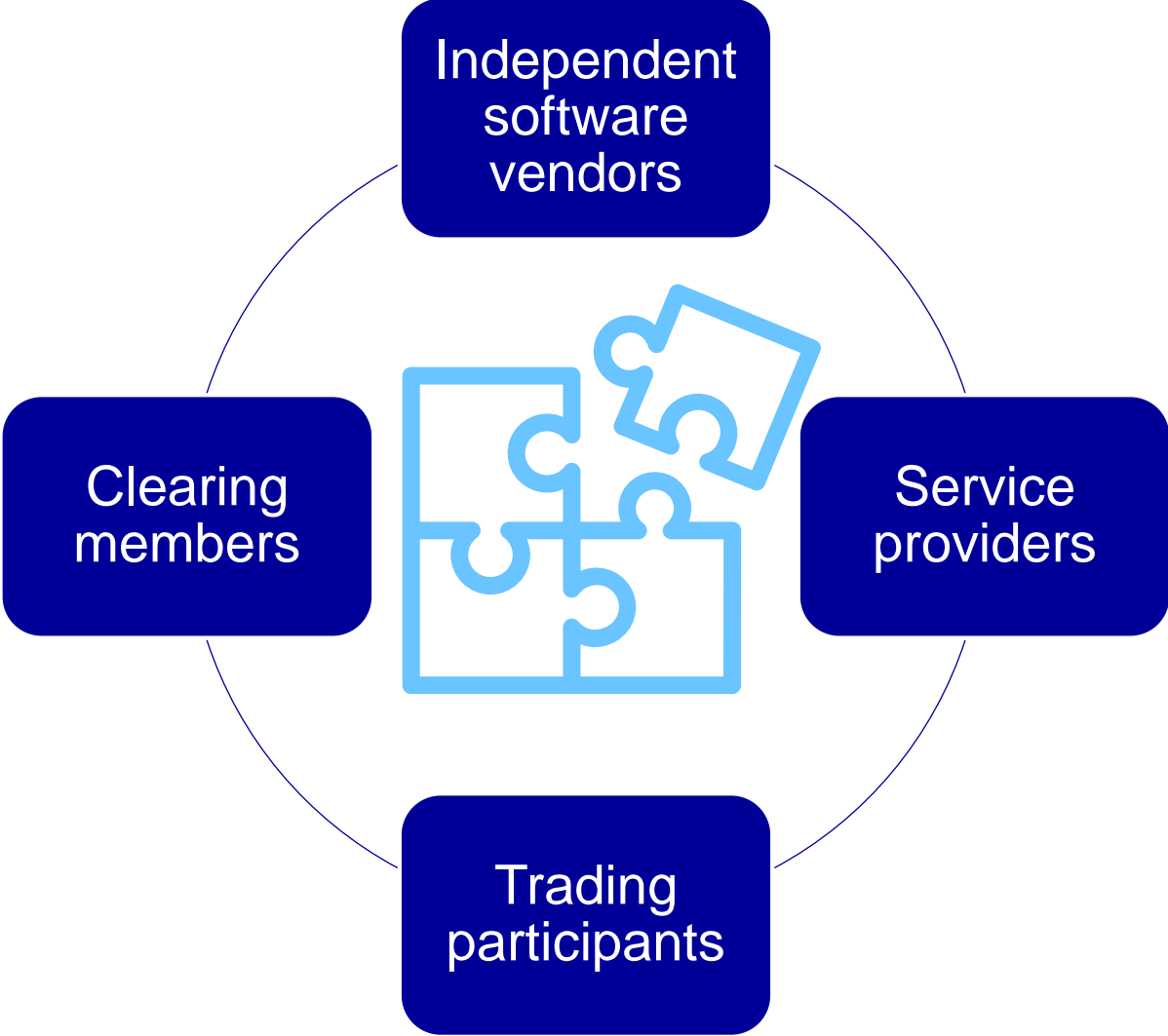
Change Management

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

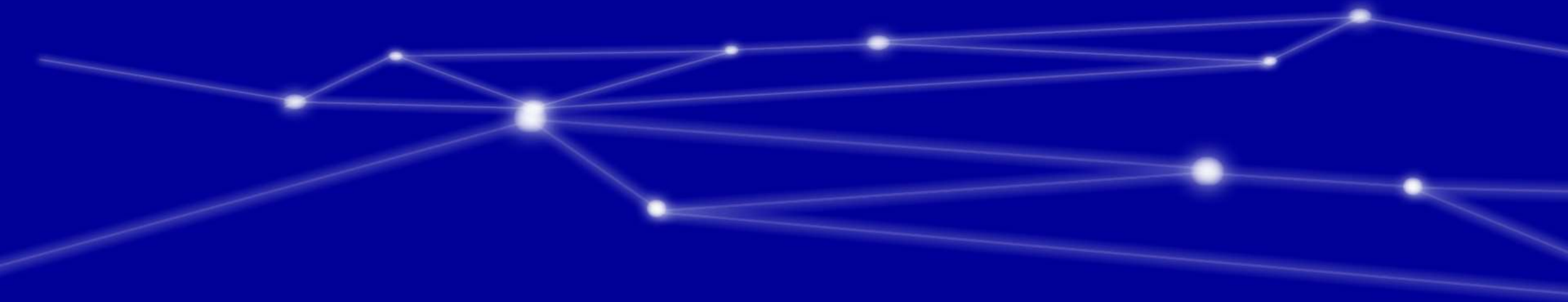
Who are our customers?



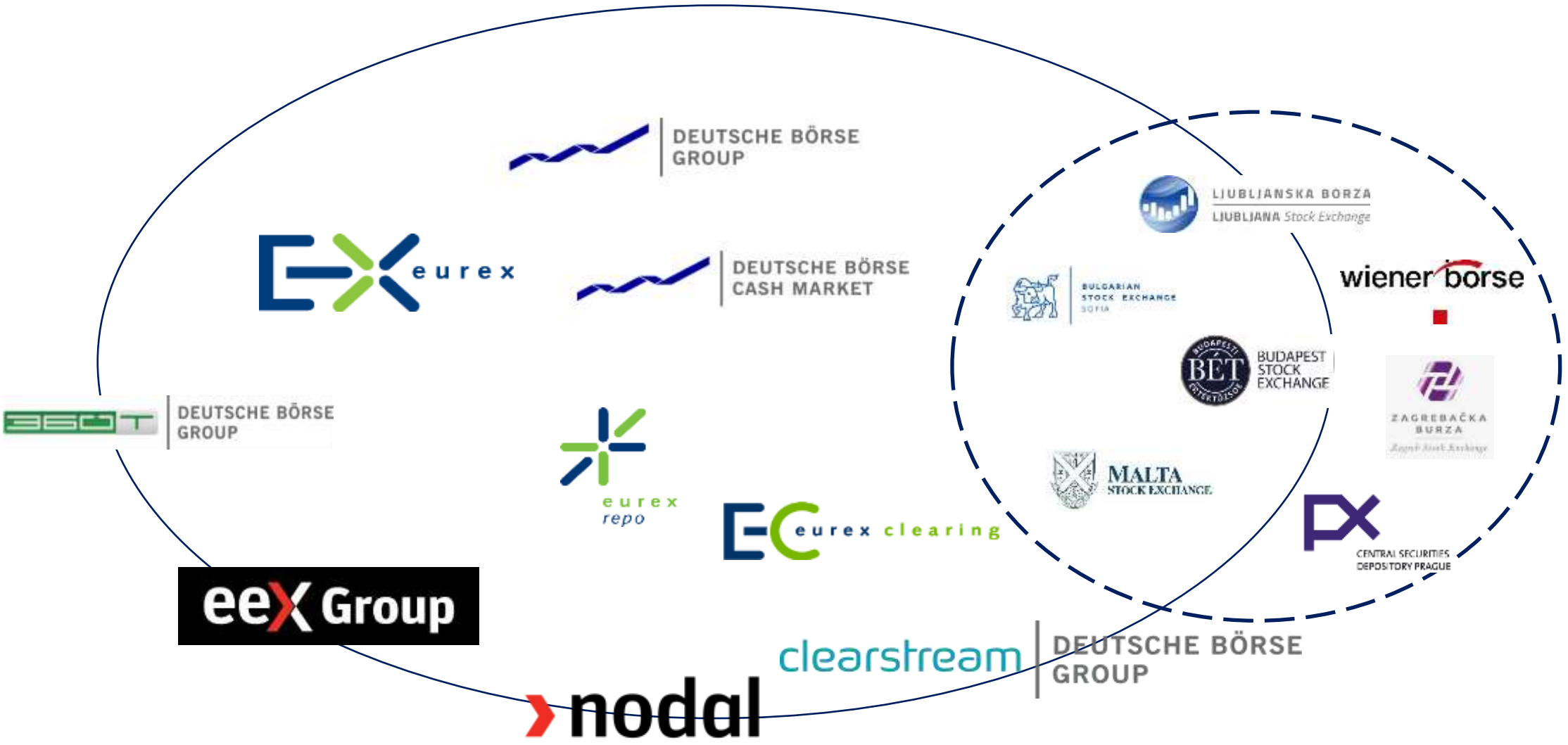
Who are our customers?



What do we support?



What do we support?



T7 GUI Landing Pages update across markets

All users of the current T7 GUI Landing Pages will need to update their bookmarks and/or direct links to the T7 GUIs in their web browsers or desktops:

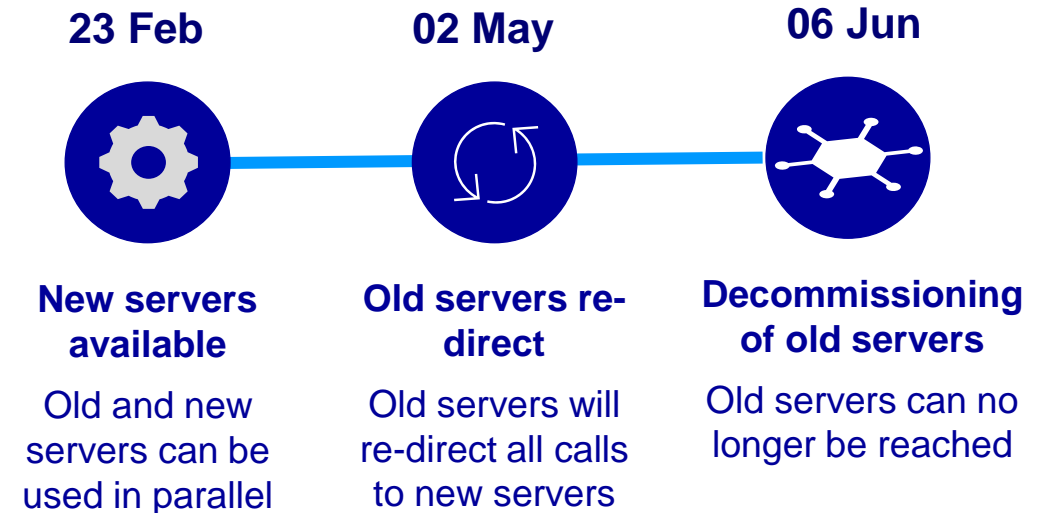
Verify firewall rules and the local availability of DNS name resolution

Details:

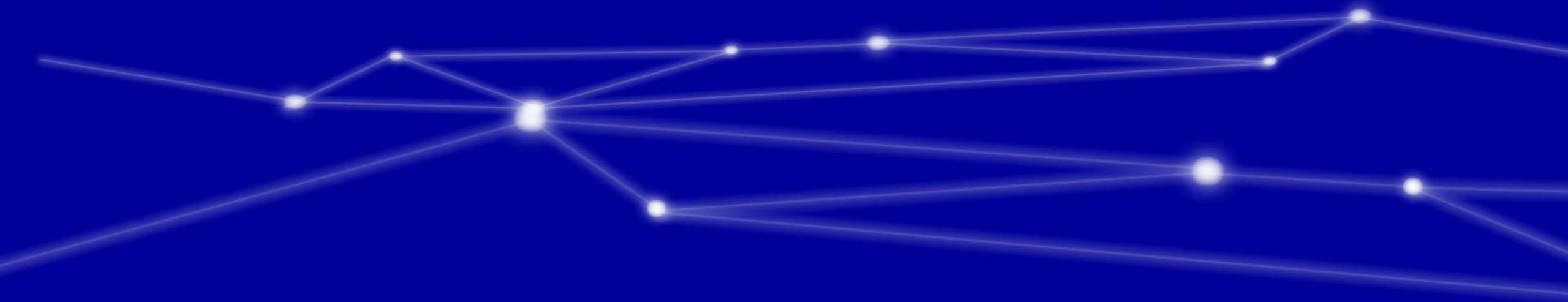
•[Eurex Circular 018/2022](#)

•[Xetra Circular 009/2022](#)

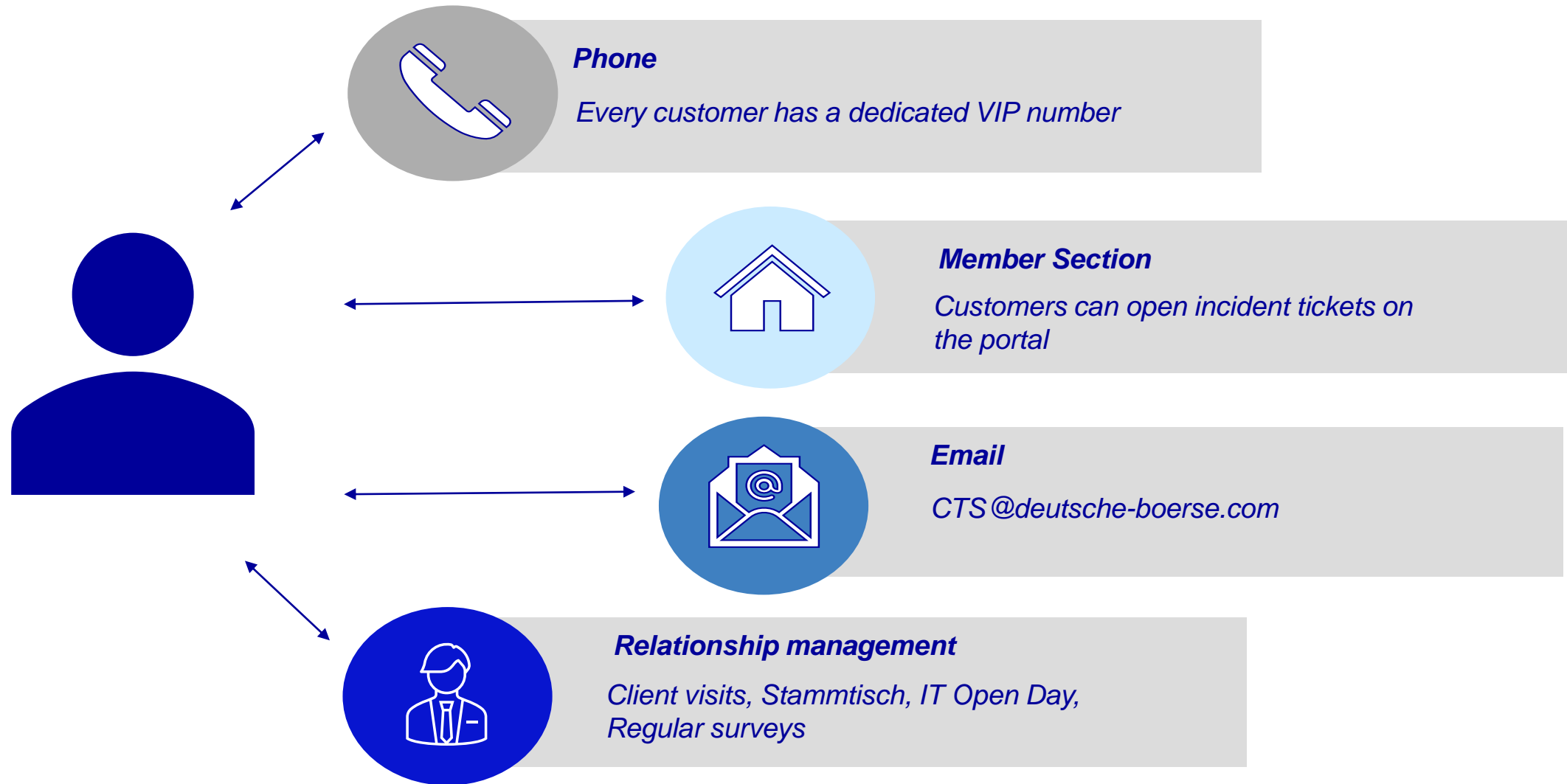
Production start: 23 February 2022



How to interact with us?



How to interact with us



How to interact with us?

The screenshot shows a web application interface for 'DBAG Contacts'. On the left is a navigation menu with items: 'Technical Connection', 'Resources', 'Company Contacts', 'DBAG Contacts' (highlighted), 'User Guides', and 'Contact Us'. The main content area has a header 'DBAG Contacts' and two tabs: 'HOTLINES' and 'KEY ACCOUNT MANAGERS'. Below the tabs is a filter bar with 'Contact For' (set to 'TKAM') and 'Name' (empty) fields, and a 'Go' button. Below the filter bar is a table with the following data:

Contact For	Title	First Name	Last Name	Phone	Email
TKAM	Ms.	Katarina	Zmijanovic	+49 (69) 211-██████	katarina.zmijanovic@deutsche-boerse.com

Phone: VIP number


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"/>		

Ticket details

3. Ticket Details

 Please fill all required fields to continue

*Business Area:	Eurex	▼
*Service:		▼
*Business ID:		▼
*Urgency:	Low	▼
*Environment:	Production	▼

*Title:	Consulting on availability
*Description:	<p>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.</p> <p>Describe what is happening vs what should have happened. When did the incident occur? Is it still ongoing? What time zone? Which sessions/interfaces (IP addresses) are affected? Describe the scope of the issue (who is affected and where); Has anything been changed? Order numbers or affected orders?</p>

Q & A



Any Questions – Call your TKAM

Technical Key Account Management

Deutsche Börse AG
Mergenthalerallee 61
65760 Eschborn

Phone your VIP number
E-mail cts@deutsche-boerse.com



Useful contacts (1/2)

- (Eurex) Market Supervision
- Queries about Eurex trading topics
- Phone +49-(0) 69-2 11-1 12 10
- E-mail eurextrading@eurex.com

- Clearing Supervision
- Queries about collateral management exercise and assignment notification and allocation
- Phone +49-(0) 69-2 11-12 50
- E-mail clearing@eurex.com

Securities clearing helpdesk (CCP)

- Queries about equity delivery management
- Phone +49-(0) 69-2 11-19 40
- E-mail ccp@eurex.com

Risk hotline

Queries about margining risk reports

- Phone + 49-(0) 69-2 11-1 24 52
- E-mail risk@eurex.com

OTC Clear hotline

- Queries about OTC Clearing
- Phone + 49-(0) 69-2 11-1 28 28
- E-mail otcclear@eurex.com

Useful contacts (2/2)

Cash Markets Operations, Market Control

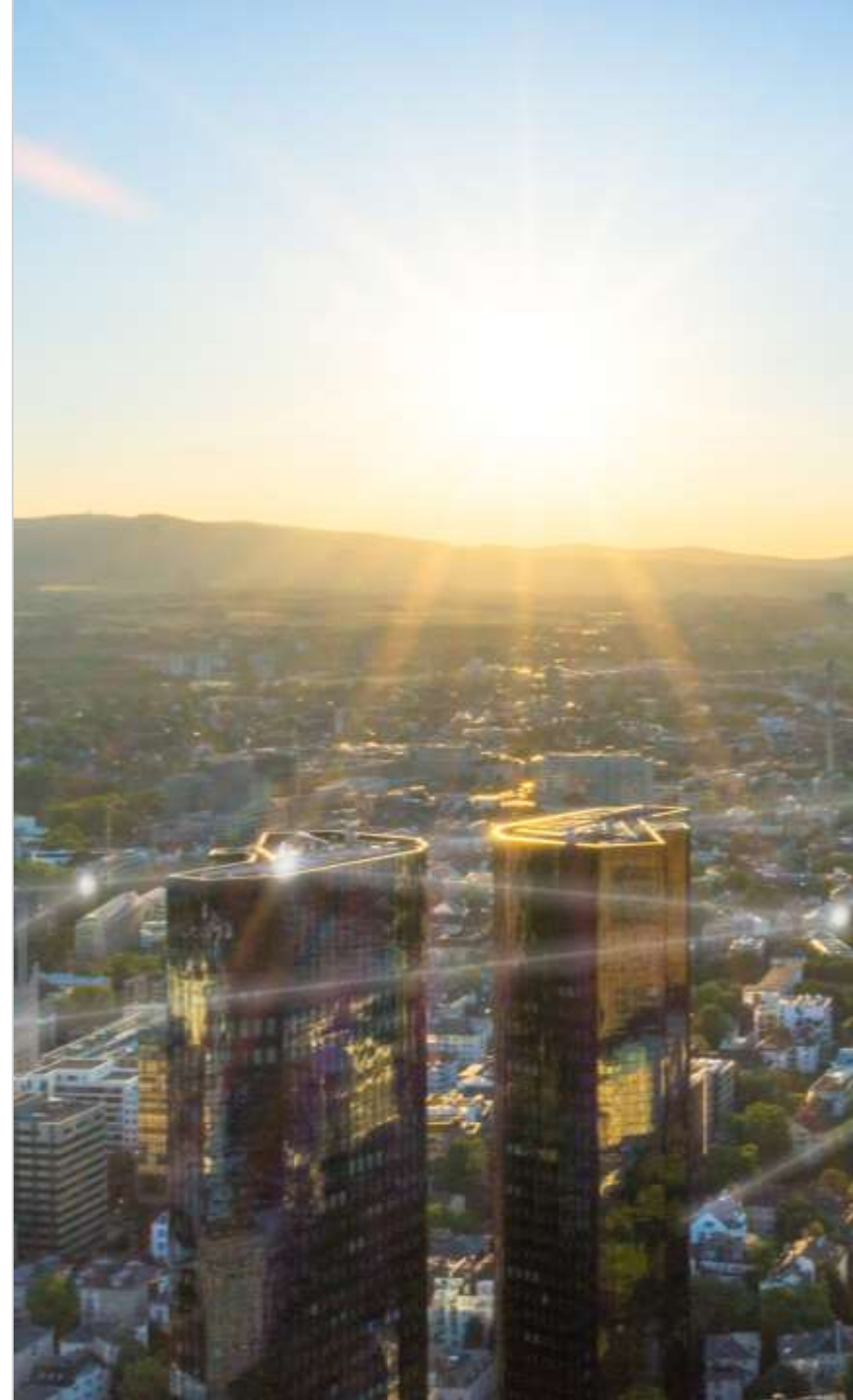
- Phone +49-(0) 69-2 11-1 14 00
- E-mail cmmarketcontrol@deutsche-boerse.com

Eurex F7 Repo Administration & Operation

- Administration and operation, queries about user IDs and trading
- Phone +41-(0) 43 430 72 20
- E-mail repo.trading@eurex.com

Clearing Data Control

- Queries regarding creation, modification and deletion of user IDs for trading and clearing systems
- Phone +49-(0) 69-2 11-1 24 53
- E-mail clearingdata@eurex.com



Resources

Eurex Exchange T7 technical documentation

www.eurex.com/ex-en/ > Support > Technology > T7 > T7 Release 10.0

Eurex Exchange T7 high-frequency trading documentation

www.eurex.com/ex-en/ > Support > Technology > T7 > Insights into trading system dynamics / HFT relevant Circulars

Eurex Clearing C7 technical documentation

www.eurex.com/ec-en/ > Support > Technology > C7

Eurex Repo F7 technical documentation

www.eurex.com/ex-en/markets/eurex-repo > Support > F7 Trading System > Connectivity
membersection.deutsche-boerse.com/ (please log in) > Resources > Eurex Repo > System Documentation

Xetra T7 technical documentation

www.xetra.com > Technology > T7 trading architecture > System documentation > Release 10.0

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