



R.B. Zack & Associates, Inc.

Case Study: Caché Metals Trading & Client Portal System

Toronto-based Caché Metals is a precious metals dealer and advisor who manage client portfolios of gold, silver, platinum, and palladium. They pride themselves on transparent access to every client on their investment status, including current values, account histories, and statements.

Challenge: Create a Web-based Trading & Client Portal System

Caché already had a web-based trading and statement portal. The site's developers understood web development, but had no background in precious metals. The resulting system provided minimal functionality and required a tremendous amount of manual adjustment to reconcile statements. Caché decided to start over and work with a development firm who understood their business needs and would provide the features and functions they required to support their business and clients.

The new system had to be web-based, easy-to-use and easy-to-maintain. It had to be available from any internet connected computer and governed by logon security by client and user. Caché needed the business features required to manage the complex requirements of margin buys, interest calculations, metal values, storage and shipping charges, and calculations of equity and position values at the individual client level.

The system had to have real-time spot pricing for Gold, Silver, Platinum and Palladium to provide contextual data for buying and selling metals as well as for calculating commissions. Trade Confirmation Notices and Commodity Transfer Documents needed to be automatically emailed upon execution of the trades. The system also needed to provide dashboard management of realtime equity percentages and automatically handle margin call notifications and processing.

The client portal would be the interface to Caché for all their clients, 24 hours a day. Our challenge was to create a complete system in a very short timeframe, convert the existing data, and provide Caché and their clients a feature-rich account management experience.

Solution: Web-Based Account Management & Client Portal

We designed the Caché system and portal with equal attention to the User Interface and the business logic. Complex calculations and integrated web-service spot price feeds are delivered through an attractive, tab-driven interface. All features and options are no more than two mouse clicks away. Traders and Account Executives can manage their precious metals trading business, and track account and client positions through the portal. The resulting program allowed Caché to provide better pricing, faster service and vastly reduce storage and interest fees to their clients. Caché can now accommodate more clients with far less overhead, as well as access their accounting data in realtime.

Results:

- Full-featured client management system
- Complex accounting for Margins, Interest, fees and statement processing
- Client portal gives secure, timely access to current and retrospective client account information.

Technologies Used:

- C# 4.0
- Crystal Reports
- .NET Framework 4
- IIS 7
- LINQ
- SharePoint Designer
- SQL Server 2008 R2
- Server 2008 R2

"Caché Metals would like to thank RBZ for being a back office life saver. RBZ & A comes highly recommended and your knowledge of our industry and software solutions is second to none. Thank you RBZ & A- I value our relationship."

Robert Rosensweig
CEO, Caché Metals

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