



Delighting Our Customers

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Financial & Risk



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Core Values Driving Success with Our Unified Platform

Delight the Customer

Vision

Innovation

**Laser
Focus**

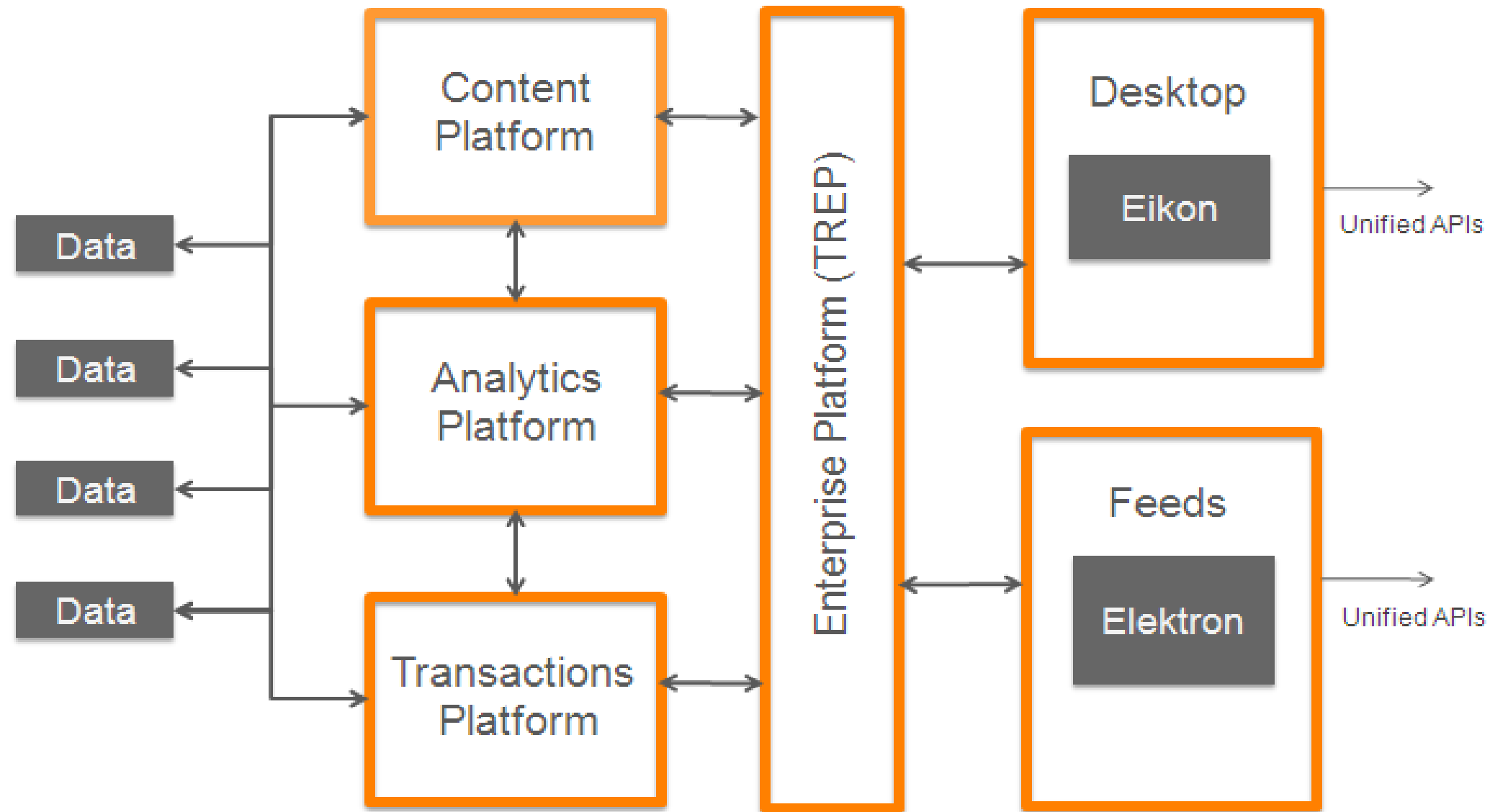
Talent

**Culture of
Excellence**

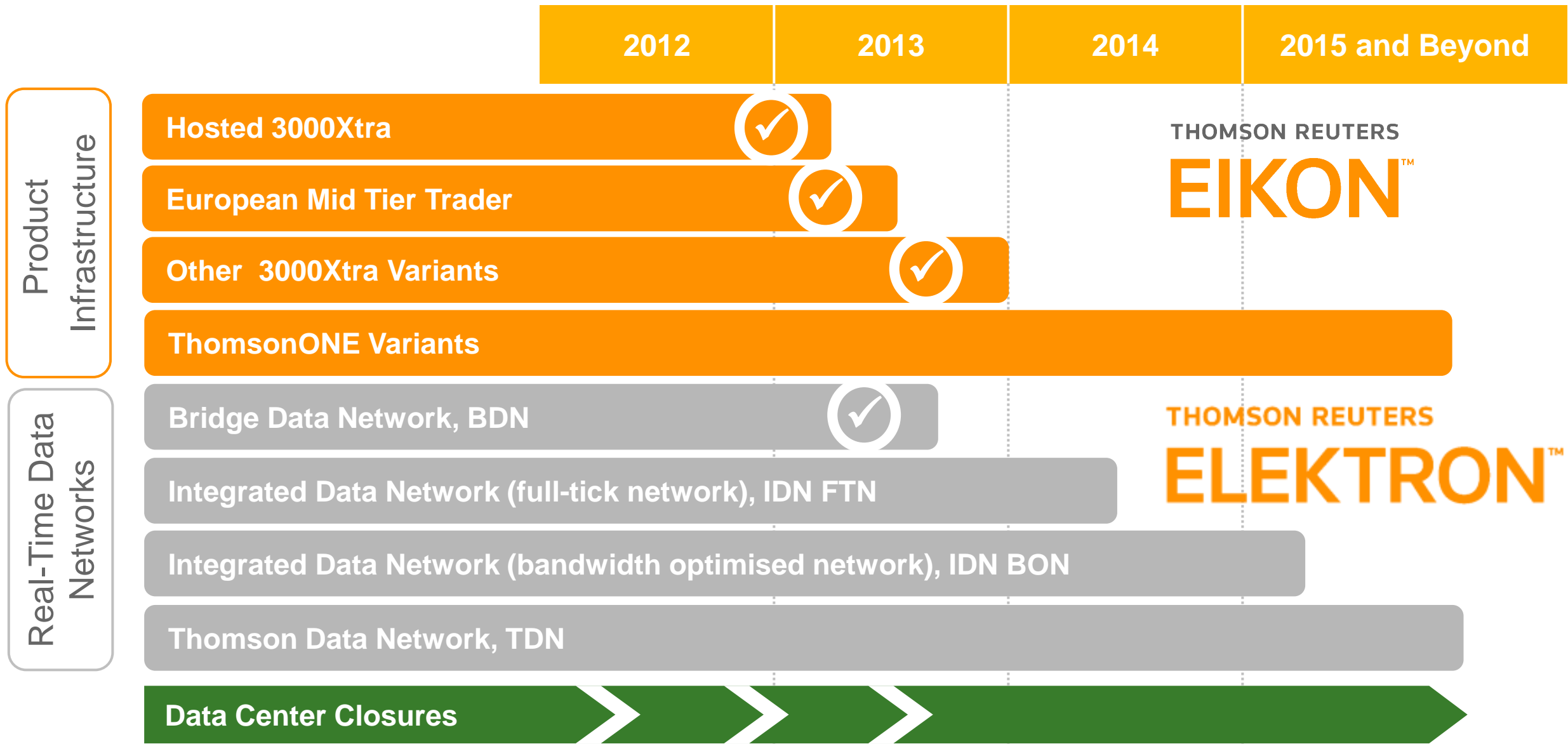
**Unparalleled
Quality**



Our Unified Platform Vision Roadmap



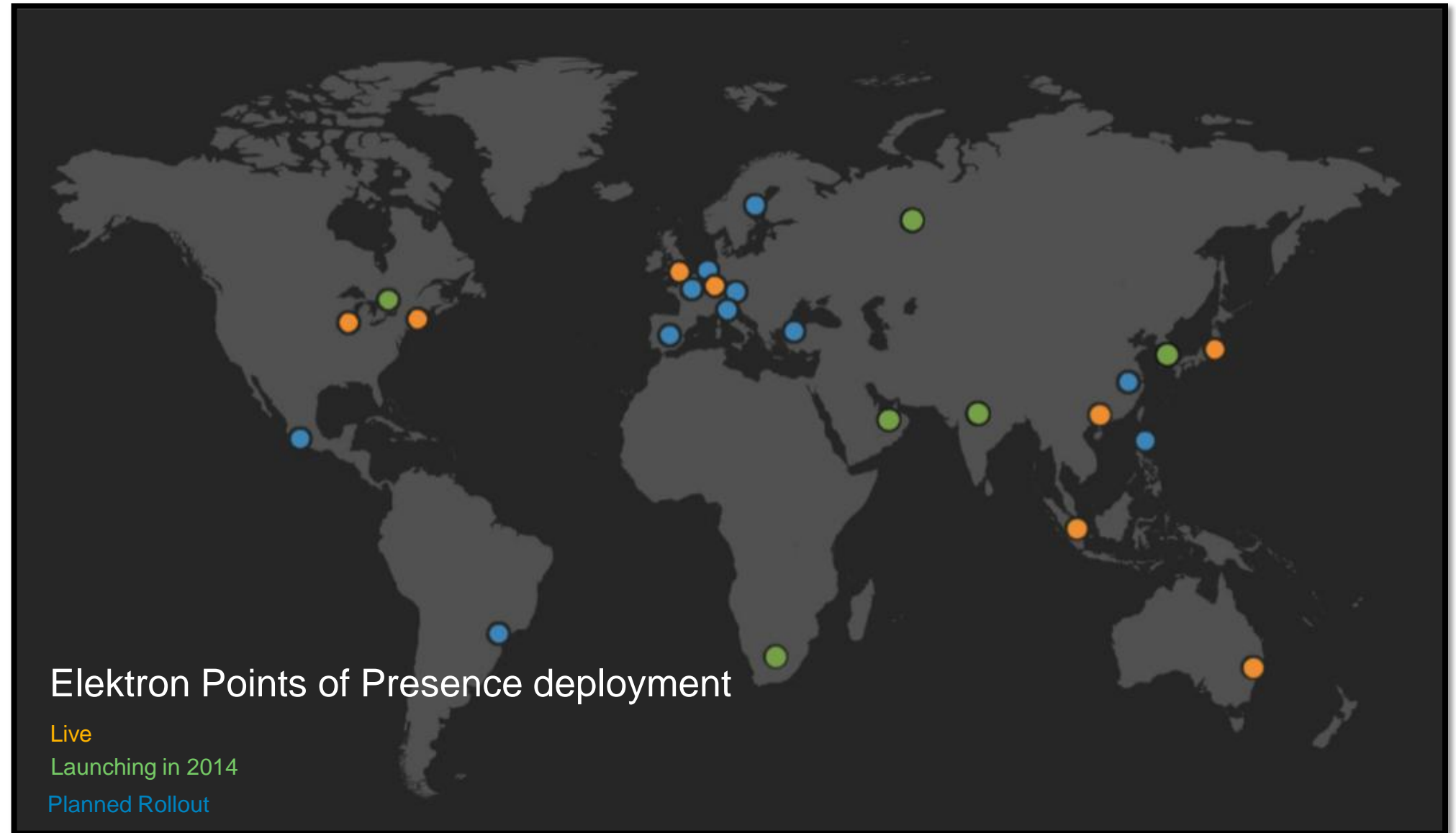
On Target Closing Legacy Platforms



Powering the Enterprise & Connecting Global Markets

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ELEKTRON™

- ✓ Low latency feeds from over 400 exchange-traded and OTC markets along with analytics, distribution platform and transactional connectivity



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Improving Customer Satisfaction

In the past we were seeing your data 100ms behind the competition. Now with Elektron your data is coming in 10ms to 15ms **faster than your competitors**. Very happy.

– APAC trader

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ELEKTRON™

Elektron Real Time content quality is **significantly improved**. The venues available are much, much better than expected.

– NY based trader, International bank

By moving to Elektron and leveraging the new, logicized Elektron data model we've been **able to remove hundreds of lines of code** from every application connected to your feeds

– London based development manager, International Bank



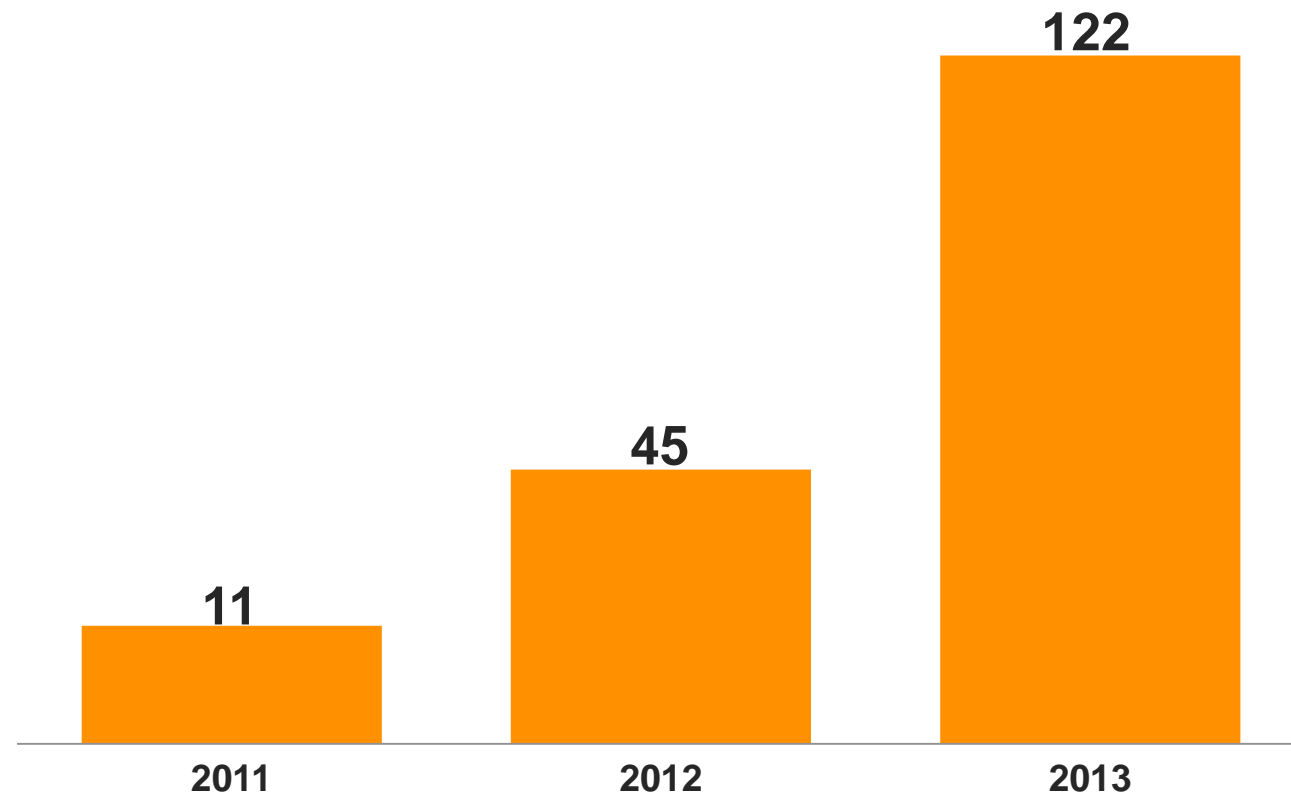
2013 Was a Watershed Year

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EIKON™



Eikon Desktops

(‘000s)

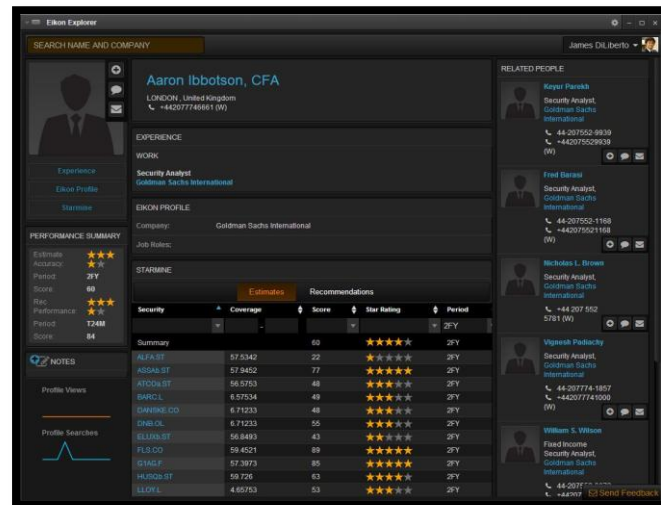


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Focus on Growing Our Eikon Messenger Community



- **Active messaging** in Eikon grew by 163% in 2013
- **Our Directory** grew by 20,000 and the volume of messages sent over our network reached record highs - in excess of 11 million messages in a day



- **Chat to email:** 77% increase in usage since October launch

Open for Innovation



Open Platform Whitepaper

- Eikon v4 enables continuous innovation: new customer-delighting apps, agile releases and server-side updates
- Transaction-enabling the platform
- Opening platform to customers and third parties
- Standardized APIs

