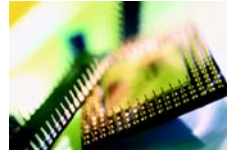


Flexible operations support for the exchange industry

At NASDAQ OMX, superior technology is merely the starting point for our comprehensive marketplace solutions. Our dedicated Software Support and IT Operations Services experts work with each marketplace customer to design a complete solution that meets the needs of the individual marketplace.



Round the clock support services provide marketplace customers with the support needed, when they need it no matter the geographical location or time of day.

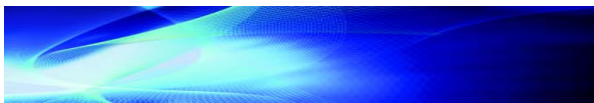
Software corrections and access to new releases are included in standard license and software packages. For marketplaces that require additional assistance NASDAQ OMX offers an array of support and IT service management services that can be tailored to meet individual requirements. Building from a software license and basic software support, we can add various levels of extended Software Support and IT Operations Services up to and including taking complete responsibility for running and maintaining the entire IT solution for a marketplace customer.

The IT Service Agreement dictates the level of service provided, and our operations experts work closely with each marketplace customer to structure the agreement and to ensure that the support services provided fully meets their needs.

Two service models

- **Software Support Services:**

This service is supplied to marketplaces that want to maintain complete control over their IT operations and have the resources to do so. NASDAQ OMX provides a software solution, testing and delivery of the initial solution, service desk support to handle incidents and problems, correction of any software bugs and maintenance software releases. The marketplace manages all IT service management.



- **IT Operations Services:**

This is often the preferred service model for marketplaces that need to focus on their core businesses, such as start-ups or other marketplaces without the resources or inclination to manage their own IT environment. NASDAQ OMX provides an integrated IT service management solution, including complete IT service management of all system components, such as hardware, operating systems, networks and NASDAQ OMX software solutions. Hardware can be located either in a NASDAQ OMX or customer provided data center

Often, however, marketplaces require additional support and IT service management assistance.

To meet this need, NASDAQ OMX supplements its Software Support and IT Operations Services with a choice of on-demand services that put marketplace customers in complete control of their environment. With this model, marketplaces pay only for those services they actually need and use. Frequently requested on-demand services include comprehensive installation support, capacity management and availability reviews, and business continuity support.

NASDAQ OMX operations facts

- **Power more than 70 exchanges in 50 countries, representing every 10th securities transaction in the world.**
- **Provide full IT service management to 25 marketplaces, representing 60,000 trading hours annually.**
- **Connect to more than 600 banks and financial institutions.**
- **Manage more than 1500 servers in production systems operated by NASDAQ OMX.**
- **Provide 24/7 IT surveillance and operations support.**
- **Have managed critical marketplace operations since 1985.**
- **Began providing software support to customers in 1993.**

Optional services

NASDAQ OMX can add expertise to technical projects by providing optional Software Support and IT Operations Services. Services can be tailored as a one-time action or scheduled at regular intervals as part of an IT Service Agreement. Examples of services provided include:

- **Release installation:**

Manage production of a new release, either on site or remotely. Can include project management of hardware and operating system solution, internal and external testing, software installation, and parameter adjustments.

- **IT infrastructure review:**

Review and propose improvements to the customer's IT infrastructure and perform benchmarks against best practices in the industry.

- **Operations procedure review:**

Review and propose improvements to the customer's IT management processes and perform benchmarks against best practices in the industry.

- **Capacity review:**

Assess the marketplace's production environment to determine existing capacity performance and forecast future requirements based on current trends and business initiatives. Recommend solution adjustments to match forecasted trends.

- **Business continuity review:**

Review the solution's ability to meet business continuity needs, including internal and market based testing.

- **Availability review:**

Review availability capabilities of the solution, including regular availability and fail-over testing. Identify improvement areas.

- **Business evaluation:**

Evaluate the business and compare to marketplace peers, upon customer request.



NASDAQ OMX is a dedicated partner

For more than 30 years, NASDAQ OMX has been a leader in creating electronic technology solutions for the exchange industry. We have a long history of partnering with marketplaces worldwide to provide the strategic guidance, technology tools and ongoing support to help them meet their goals. Our methodologies are proven, our exchange industry expertise is unparalleled and our support services are superior.

With NASDAQ OMX Software Support and IT Operations Services, marketplaces benefit from the unwavering commitment and dedicated support of the world's largest exchange company.

For more information, view www.nasdaqomx.com/whatwedo/marekttechnology.