



Frequently Asked Questions

What is SolArc?

SolArc is a global provider of multi-commodity supply, trading and risk management software and services. Staffed by experts with many years of experience exclusive to commodities management and risk trading, SolArc leverages its unique resources and client implementation experiences to develop technology that provides customers with greater insight and control over their complex commodity trade management operations.

What services does SolArc provide?

SolArc provides commodity trading and risk management software and services for commodity intensive businesses. SolArc supports its customers by providing implementation and consulting services to ensure proper integration of its software platforms with existing internal systems – both before and after implementation.

In today's volatile global marketplace, effective commodities management is reliant upon enhanced visibility into the entire commodity and risk trading process. With a strong history of supporting multiple commodities across many industries, SolArc is the only provider with the capabilities to support the visibility necessary to mitigate risk and improve operational efficiency and effectiveness.

Who are SolArc's customers?

SolArc has been trusted by market-leading corporations across a wide range of vertical industries around the globe, including energy, transportation, finance, aviation, agriculture and consumer goods. SolArc customers include Chevron, ConocoPhillips, Southwest Airlines and Merrill Lynch, and Barclays just to name a few.

How do SolArc products handle risk management?

SolArc solutions give traders and marketers physical positions, marks those positions to the market, tells them what deals are priced in or about to price in and what is floating. The software generates risk reports, including Delivery Risk (position report), Price Risk & Price Risk Exposure, Mark-to-Market and other supporting reports. SolArc suites mark every deal to market and create a P&L as actual quantities and prices become known. SolArc's software can be integrated with proprietary risk management systems to provide timely and accurate inventory and trading information required for meaningful risk management.

What else besides trading can SolArc's integrated solution be used for?

In addition to trading, refiner marketer and petrochemical customers use SolArc's integrated application suite to manage price risk throughout their manufacturing processes. It allows them to manage the volatility of supply and demand imbalances, while sourcing feedstocks and manufacturing intermediates and blended products. The suite's risk analysis reporting tool enables companies to make the best use of their processing and refining assets and plan capacity utilization based on optimizing margins throughout the entire processing or refining value chain. In addition, SolArc's solution can help companies schedule and move physical products, better manage corporate compliance and mandated reporting functions, and tie all of the interested parties from the trading floor, procurement, accounting and risk management together through a common view of critical, real-time information.

What happens during a SolArc software suite implementation?

SolArc engages early in the process to estimate the size and scope of implementation and provide information needed to make decisions about the process. SolArc works directly with in house teams, an implementation partner (such as Accenture, PricewaterhouseCoopers, Sapient, etc.) or other outside consultants to provide project scoping, project management and implementation support. The goal is to successfully install the software, train users and efficiently launch the system as rapidly as possible, so that companies can run their business with minimal interruptions.

After the software goes live, SolArc's dedicated support representatives are available around the clock to ensure the software continues to meet the customer's changing needs.

Where is SolArc headquartered?

Founded in 1991, SolArc is headquartered in Houston and has offices in Dallas, Tulsa, Oklahoma, London and Singapore. Additional information can be obtained on the corporate Web site at www.solarc.com.