

Challenge

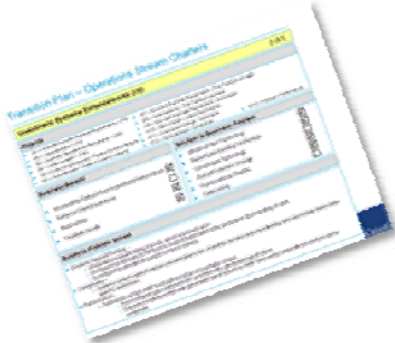
- Our client is a leading provider of diversified investment services to institutional and high-net worth investors with more than \$150 billion AUM who sought to transform and re-align their operations to support the growth of Institutional, High-Net Worth and Retail opportunities globally
- Prepare a five-year plan to design and create a common operational platform and organizational model across the front, middle and back office, along with compliance and risk management

Solution

- Employed proven Citisoft Strategic Assessment and Roadmap methodologies
- Developed a model which defined key activities, operational structure, supporting technology, data flow and assumptions
- Provided guidance to establish centers of excellence, change management, documentation standards and transition planning
- Conducted vendor evaluations and recommendations for front, middle and back office products and solutions

Results

- Defined current and future state analysis in alignment with stated strategic direction and corporate guiding principles
- Delivered process workflows, business requirements, change management plans, vendor management plans and a comprehensive implementation approach; including detailed project plans, estimated budgets and resource plans
- Enabled the organization to successfully meet current and identified future business needs



CLIENT COMMUNICATIONS STRATEGY



Challenge

- Our client needed to rationalize and support a consolidated client communications platform which met the varied business requirements of its many investment management clients
- The effort required incorporating key business drivers including technology obsolescence, duplicate functionality and misaligned operational support for the client communications process across the enterprise

Solution

- Employed proven Citisoft Strategic Assessment methodology
- Leveraged industry best practice to identify gaps and opportunities for organization, process and application consolidation, elimination, integration or replacement
- Developed a multi-year, multi-phased Client Communications Roadmap with project sequencing, dependency management and financial framework necessary for success

Results

- This strategic initiative resulted in a portfolio of projects that allowed the client to support its current and future client communications goals with an aligned and efficient enterprise platform
- The client began initiatives focusing on the operational and organization issues with technology-focused improvements forecasted for the subsequent two quarters

INVESTMENT OPERATIONS STRATEGIC REVIEW

Challenge

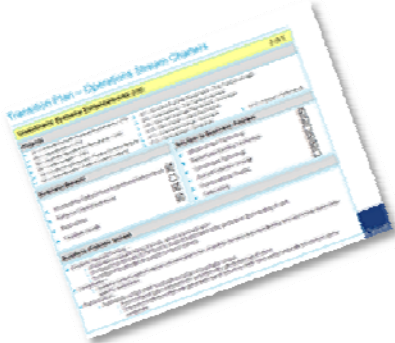
- Our client's technology investment on core systems and operations has not kept pace with its significant business growth, resulting in a technology and operations infrastructure that provides neither the flexibility nor scalability to keep pace with current market and business demands
- Support current and future growth providing flexibility and scalability to keep pace with market and business demands

Solution

- Employed proven Citisoft Technology and Operations Roadmap Methodology
- Assembled a cross organizational project team including business, operations, technical system architecture, applications and industry subject matter experts
- Conducted detailed and comprehensive review of business and technical operations including workshops to develop current state, future state and gap analysis
- Provided program development and transition management

Results

- Provided detailed analysis and actionable plan to attaining flexible and scalable operations growth
- Delivered assessment which identified existing and future risks and opportunities for business transformation
- Targeted set of work stream initiatives required to meet current and future operations, technology and business needs
- Provided a comprehensive strategic roadmap that enabled the organization to reach its strategic vision



STRATEGIC OPERATIONS AND TECHNOLOGY REVIEW



Challenge

- Transform our client’s current operating model, which was inefficient, lacked robust functional and technical support, and could not scale to meet the anticipated business growth plans
- The client required an enterprise-wide assessment of current operations and technical infrastructure consistent with stated goals and business objectives

Solution

- Employed proven Citisoft Strategic Assessment Methodology as well as alternative investment industry expertise to structure an approach to identify tactical and strategic enhancement opportunities
- Interviewed key business stakeholders and delivered a comprehensive view of the current state environment
- Developed a target application architecture and a prioritized, multi-phased program for change

Results

- Selected target applications for: Investment Administration, Accounting and Reporting, CLO Compliance and Analytics, Reconciliation, Agency Loan Administration and Private Equity Fund Administration and Investor Servicing
- Created a prioritized, multi-phased transformation program (“Roadmap”) to address the identified operations and technology challenges with detailed estimates for resources, timelines, costs, benefits

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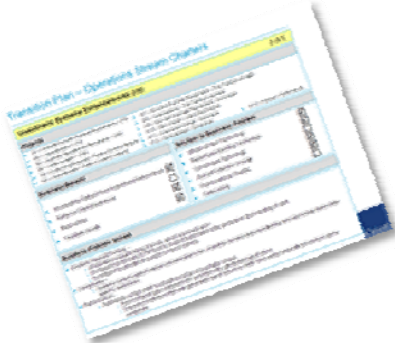
- Develop a strategic technology and operations platform for a leading offshore mutual fund provider
- Support recent and future growth of fund business in an institutional environment
- Identify areas where technology can be utilized to support dispersed operating model
- Build support capabilities for new product development and redistribution

Solution

- Employed proven Citisoft Strategic Assessment methodology
- Facilitated interviews with over 100 staff members during discovery phase
- Conducted detailed benchmarking analysis versus client peers and industry practices
- Facilitated in depth tech and ops future state workshops on 12 functional areas

Results

- Identified and detailed actionable steps to achieve scalable, global product growth
- Measurable understanding of current technology and operations risk as a result of current state analysis
- Defined and cohesive technology and operations future state
- Prioritized list of initiatives including detailed transition plan and project charters (11 distinct work streams)



STRATEGIC OPERATIONS ASSESSMENT

Challenge

- Our client is an institutional investment manager with over \$150 billion (USD) in assets under management, and experienced rapid growth due to product expansion and market performance. This led to concerns regarding the firm's middle and back-office processes and technologies
- The current operational model posed limitations with scalability, data and process integration, internal knowledge regarding systems, functions and control and costs associated with implementing a future operations model

Solution

- Employed proven Citisoft Strategic Assessment methodology
- Developed the RFP to outsource back-office operations for custody, accounting, transfer agency and fund administration functions
- Recommended and initiated the effort to segregate the middle-office operations from the front-office and concentrate that function into a single integrated business group
- Developed a plan for organizational realignment

Results

- Delivered an action plan with detailed executable steps to achieve scalable and cost effective growth
- Awareness of current technology and operations risk as a result of current state analysis
- Achieved the business transformation that allowed for a focused concentration on core business
- Defined and cohesive technology and operations future state
- Implemented operational changes realizing desired results

