



Transfer Agency Record Keeping

A highly flexible, scaleable and proven transfer agency record keeping solution

The investor recordkeeping function, or transfer agency, is a key differentiator in today's collective investment market. Asset managers, distributors, advisors and investors are demanding ever increasing standards of service, quality and access to real-time information and solutions. To be able to service these demands requires a technology that has been specifically designed for the job.

Our recordkeeping technology has been built from first principles with the support of multiple companies each with multiple product lines and distribution channels at its heart. It is able to create cost effective investment vehicles and product wrappers that can be managed easily, delivering organisations a real time to market competitive positioning.

Distributors, advisors and investors can enquire on-line to see account balances, transactions, and detailed event information across multiple product lines, giving details at both a product and consolidated level.

You specify the service approach and processes that meet your business needs.

We provide you with the ability to customise and brand product 'packages' for marketing and promotions, even from the investor's own perspective, whilst delivering cost effective servicing.

Our technologies are designed with change in mind. Our architecture is data driven, delivering a solution that allows extensive customisation the layout and design of investor and advisor communications; web based interfaces, business intelligence and management information, and in product specification.

Integration with a state of the art image and work management solutions (Hi-BPM/AWD from DST Systems) provides real-time information around processes, workloads and quality; and enables outstanding levels of service with instant access to historical contact information. This technology allows call centre representatives to handle around 98% of enquiries during the call.

With our flexible transfer agency solution, organisations can either utilise our technologies in-house on an ASP basis, operate a full range of shared model; or select a total outsource approach, knowing that they are using solutions that can support them, their customers and distribution channels - their entire business!

at a glance

- Proven track record of service delivery
- Data driven logic, rather than hard-coding
- Customisable
- Built with change in mind
- Highly productive
- Fully integrated workflow management

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