UNAPEN

PEOPLE PROCESS TECHNOLOGY

...Solutions for Asset Managers since 1991

CASE STUDY

WEALTH MANAGEMENT REPORTING

CLIENT STATEMENTS & MEETING PACKAGES

A growing wealth management firm using SS&C Advent Axys® decides to improve client satisfaction and drive profitability with ClientRep™.

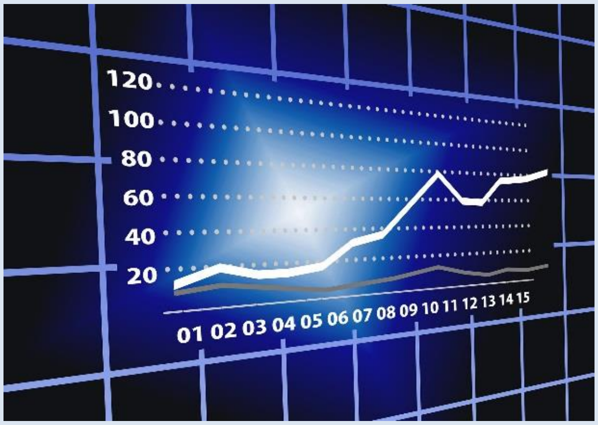
Client Characteristics

- Wealth management firm using SS&C Advent Axys® with approximately 3,500 portfolios totaling over $1 billion AUM
- Wanted professional-looking reports designed with the firm's branding
- Decided that a more graphical display of information would make it easier for clients to understand their investments and see the value delivered by their advisor
- Currently sending reports to clients several weeks after each quarter end

Client Situation

- Manual data entry and creation of reports by several people from multiple systems
- Inconsistent format of reports from each system
- Time-consuming, manual collation of reports
- Errors in data entry and report collation caused delays, waste due to reprinting, and client issues
- No ability to customize reports for special clients or circumstances

Our Approach - ClientRep



- Installed ClientRep data connectors to extract and centralize portfolio accounting and other source data
- Designed new reports with less text, more graphics and consistent branding
- Also designed data validation reports to catch errors before production printing
- Created data aggregation algorithms for householding all data from all sources
- Set up pre-defined client profiles in ClientRep to specify personalization in report package content
- Automated the entire production reporting process, initiated with a single mouse click

The Results

- Fewer people, less work and less waste meant client reporting cost reductions of 80%
- Accurate, impressive quarterly reports and meeting packages improved client/advisor relationships
- Clients receive quarterly reports 2 to 3 weeks earlier, meeting packages are created in under an hour
- Personalization of reports allows advisors to highlight value delivered to each client
- Flexibility to output to hardcopy, PowerPoint, single PDF per client or archive PDF of entire client base

ClientRep™
REDEFINING INVESTMENT REPORTING

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UNAPEN, Inc.

Since 1991, UNAPEN, Inc. has provided services, solutions and products tailored for asset managers involved with Private Client, Institutional and Wrap/SMA business.

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UNAPEN is comprised of seasoned professionals whose expertise in the securities industry uniquely positions them to advise clients on the value of technology. Our goal is to streamline operations and workflow, centralize data, and automate highly complex manual tasks to make your firm more successful and competitive.

As a service provider and partner in your success, UNAPEN brings to bear a unique skill set comprised of in-depth business knowledge specific to asset management, combined with unparalleled technological expertise and service delivery capability.

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