



# How to streamline investor services for hybrid funds

Unlock operational scale, efficiency and quality

## Are your current transfer agency systems ready for the rapid convergence of public and private markets?

To improve risk-adjusted returns while maintaining liquidity for investors, fund managers are increasingly offering a blend of public and private asset classes in single hybrid structures. These semi-liquid funds are growing fast. They present incredible opportunities, but can complicate the investor lifecycle.

Read on to explore how you can equip your investor servicing operations for the challenges and opportunities convergence brings.

### The semi-liquid fund opportunity

Fund managers continue to diversify away from listed stocks and bonds into alternative investments to strengthen risk-adjusted returns. This shift includes private equity, private credit, real estate and infrastructure, along with hedge funds, distressed debt

and special situations. A recent PwC report projects private market assets under management will reach **\$26.6 trillion by 2030** and deliver more than half of global asset management industry revenues. Hedge fund assets hit a **record \$5.15 trillion** in 2025, as quarterly capital flows topped an 18-year high.

Semi-liquid funds have emerged to offer investors the best of two worlds: the high returns associated with closed-end, illiquid private market funds alongside the periodic liquidity access promised by open-ended, publicly-traded liquid assets.

The market potential is massive. According to the Deloitte Center for Financial Services, **semi-liquid fund AUM** almost tripled from \$126 billion in 2020, to \$349 billion in 2024. Analysts expect it to reach \$4.1 trillion by 2030.

## Assess your operational readiness

Each asset class brings unique processing, regulatory and reporting requirements. As McKinsey noted in a [2025 report](#), most firms end up running a large number of legacy transfer agency systems dedicated to specific asset classes. This results in fragmented systems and siloed data that make it difficult to integrate data sources, extract actionable intel and deliver efficient investor services.

Combining asset classes into a single hybrid fund structure further complicates investor servicing. More frequent valuations with unitized value must be carried out than are typical in a pure private market fund. Additionally, intricate fee calculation structures that go beyond typical daily-dealing funds are required.

## Improve the investor experience

Pure private market funds may service up to 100 institutional or wealthy individual investors at a time. By contrast, as EY observed, investors in semi-liquid funds [are diverse](#), ranging from large numbers of retail investors to high-net-worth individuals and institutional clients. This diversity increases competition among funds, making it imperative to build trust with investors and deliver exceptional service experiences.

Retail investors expect to join a hybrid fund as quickly and easily as a daily-dealing fund. That requires a streamlined solution for account opening, onboarding and compliance checks that can handle high investor volumes. Customizable risk-based AML checks, KYC verification and advanced investor screening help speed new investor onboarding and support stronger customer relationships from the start.

Onboarding is only the first requirement. Faster, easier access to investment insights is also essential to enhancing the client experience. Institutional and retail investors want real-time data on their positions, on-demand reporting and interactive insights with advanced visualizations – all accessible through a secure, digital, self-service portal.

## Manage complexity at scale

As more individuals invest in semi-liquid hybrid funds, the scale, efficiency and quality of investor servicing operations must keep pace.

Fragmented and aging technology landscapes can pose significant risks, drive up costs, and lead to subpar client experiences. In the era of convergence, the need for automation and consolidation of transfer agency operations onto fewer, more flexible systems is paramount. These systems must deliver robust functionality to address the complex operational requirements of hybrid funds, while providing the agility to swiftly adapt to new asset classes.

## Unlock the opportunities of convergence

FIS® Investor Services Manager is a comprehensive transfer agency recordkeeping, shareholder registry and reporting platform. It provides a one-stop solution able to handle the investor lifecycle for listed and alternative asset classes and diverse, complex fund types.

The system automates and integrates complex processes to reduce costs, lower risk and increase scale – helping asset managers and fund administrators service a broader spectrum of fund structures for larger volumes of investors, and drive growth without operating multiple legacy systems.

Investor Services Manager offers bespoke process flows for semi-liquid funds, including specialist private market functionality for waterfall calculations. Users can service liquid and illiquid assets together, set their own valuation cadence and provide a price breakdown by share class. The solution also integrates with FIS® Investor Lifecycle Manager to seamlessly automate end-to-end onboarding and regulatory compliance processes.

Enterprise-grade cybersecurity controls help safeguard your data, while built-in AI agents assist with answering questions and navigating the solution. We are also investing in the ability to query data in natural language so you can prompt AI assistants to unlock insights for investors and generate reports on your behalf.

**Are you ready to elevate your transfer agency operations? Get in touch today to learn how we can help keep your investment strategies working hard to generate revenue.**

[Learn more](#)

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Our **technology** powers the global economy across the money lifecycle.

## Money at rest

Unlock seamless integration and human-centric digital experiences while ensuring efficiency, stability, and compliance as your business grows.

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## Money in motion

Unlock liquidity and flow of funds by synchronizing transactions, payment systems, and financial networks without compromising speed or security.

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## Money at work

Unlock a cohesive financial ecosystem and insights for strategic decisions to expand operations while optimizing performance.

## About FIS

FIS is a financial technology company providing solutions to financial institutions, businesses and developers. We unlock financial technology that underpins the world's financial system. Our people are dedicated to advancing the way the world pays, banks and invests, by helping our clients confidently run, grow and protect their businesses. Our expertise comes from decades of experience helping financial institutions and businesses adapt to meet the needs of their customers by harnessing the power that comes when reliability meets innovation in financial technology. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor's 500® Index. To learn more, visit [FISglobal.com](https://FISglobal.com). Follow FIS on LinkedIn, Facebook and X (@FISglobal).

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