



Investor Services Suite Q&A

# Why you can't settle for less than investor servicing excellence

Unlock automation across the entire  
investor servicing lifecycle



Investor servicing is undergoing a transformation, as evolving investor expectations and regulatory demands push firms to rethink their capabilities. This Q&A explores key challenges, such as operational inefficiencies and the need for seamless digital experiences. Learn how to streamline your operations, enhance compliance and exceed the expectations of your customers.



### Why is investor servicing now a priority issue for fund administrators and managers?

**A:** Investor expectations for more timely and accessible services that smooth all touchpoints are raising the bar on firms' capabilities. Disruptors from Amazon and Spotify to Uber and Netflix have transformed service delivery benchmarks. Clients now want rich, digitalized interactions at every stage of the investor and fund lifecycle – from onboarding, document management and order entry to detailed data analytics and customized reporting. Meeting this demand for responsive, personalized services and invisible support that “just works” has become crucial to earning client trust and sustaining a competitive edge.

At the same time, evolving regulatory obligations, escalating cost pressures and fee compression are piling ever-greater strains on the investor servicing capabilities of investment managers and administrators across the traditional and alternative funds industries. Robust regulatory compliance controls are an imperative, backed by seamless automation to minimize risk, maximize operational efficiencies and ensure firms' resources work optimally.

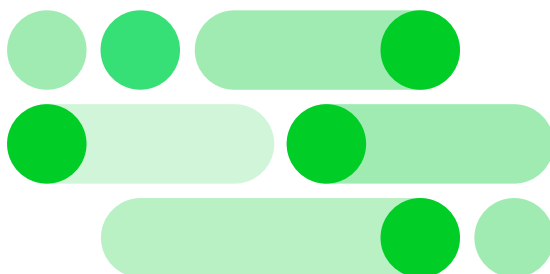
### Which investor servicing areas are particularly challenging?

**A:** As investors move away from traditional equity and fixed income allocation mixes in search of better risk-adjusted returns, portfolio diversification makes multi-asset class support essential. Yet, firms' operating environments are often ill-equipped to cope. Rather than a unified infrastructure delivering seamless services across asset classes, firms typically wrestle with a fragmented jumble of asset-specific transfer agency platforms and processes.

Common pain points are NAV processing, P&L allocations and calculating fees for complex hedge, private equity, hybrid/semi-liquid and retail fund structures, then delivering customizable, consolidated reporting on investor holdings.

Keeping up with jurisdictions' regulatory requirements and tax compliance rules is another ongoing challenge, especially when funds operate across multiple countries. Anti-money laundering and know-your-customer (AML/KYC) responsibilities are being tightened in many markets. As many financial institutions have discovered in recent years, lapses bring severe financial and reputational consequences. Evolving FATCA and Common Reporting Standard tax reporting obligations demand similar vigilance.

Delivering multifaceted, data-rich, collaborative digital experiences is also a tough nut to crack. An attractive front end is not enough. What gives a digital offering real value is seamless integration between the front-end portal and back-end administration systems to allow end-to-end, two-way data flows that empower investors, provide investment managers with transparency and real-time insights, and enhance fund administrators' operational efficiencies and control.





## Why are firms struggling to deliver standout investor services?

**A:** Legacy platforms patched together with manual workarounds remain commonplace, making it difficult to deliver the enhanced data and slick functionality needed to support clients and keep pace with the new breed of tech-fueled competitors.

Take client onboarding. Many steps – from completing applications to capturing risk profiles and conducting AML/KYC checks – remain paper-based and highly manual. Account setup processes become tedious and error-prone.

Relying on disparate systems to support different investor servicing functions also hinders operational efficiencies and business scalability. The resulting data silos are a major problem. Up- and downstream systems that don't seamlessly talk to each other prevent automated data exchange – creating errors, bottlenecks, excessive cost and staff frustration. Data management and reconciliation to ensure cross-enterprise consistency become a huge undertaking.

System capabilities must be up to the task as well. Often they are lacking. Fee calculations, investor allocations and reporting for asset classes such as hedge, private equity and hybrid funds are complex, time-consuming and at risk of errors. Sophisticated functionality is needed to manage all processes at scale and free staff to focus on adding value.

## How can FIS help?

**A:** FIS® Investor Services Suite automates the entire investor servicing lifecycle – adding value for clients, and unlocking operational efficiencies and cost savings for alternative and traditional fund managers and administrators to help make investments work harder.

This award-winning solution for investor servicing and compliance, supports hedge funds, private equity and retail fund structures with a multi-asset, integrated operating model for transfer agency, regulatory compliance, client experience and workflow management. Extended solution capabilities and market coverage accelerate and simplify customer onboarding, optimize operations through transparent and scalable workflow automation, strengthen compliance control across different jurisdictions, improving access to critical information for clients.

Replacing manual-heavy processes with technology-driven automation also alleviates firms' staffing constraints and reduces associated key person risks. Relieved of onerous, often repetitive tasks, staff can focus on more engaging, value-adding activities that make a real competitive difference and put investments to work.

Unlock automation

## Money at rest Money in motion Money at work™

FIS Investor Services Suite helps make investments work harder. 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.



Money  
in motion

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



Money  
at work

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



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