



Tip Sheet

Top 5 investor servicing capabilities you can't live without

Unlock efficient investor servicing capabilities that power growth for fund administrators and managers. To remain competitive your capital investment needs to work harder for a streamlined investor services experience.

Fee compression, escalating cost pressures, rapidly evolving regulatory obligations and rising client demands for more responsive, personalized services are placing ever-greater strain on the investor servicing capabilities of fund administrators and managers.

The ability of firms to add value for clients, earn trust, sustain a competitive edge, unlock growth and make investments work harder for better investor outcomes depends on delivering rich, digitalized interactions – while continuously optimizing operational efficiency and compliance.

Achieving this requires a modern technology infrastructure across five key areas:

1. Automated AML/KYC checks

Stringent global regulations and the high financial and reputational price of failure make perpetual AML/KYC capabilities that span the entire client lifecycle – from onboarding to ongoing monitoring and offboarding—a must for financial institutions.

The FIS® Investor Services Suite unlocks fast, secure end-client onboarding using customizable, risk-based AML/KYC checks featuring advanced investor and beneficial owner screening. Automated account reviews ensure documents and data remain current, while real-time transaction and behavior monitoring flag suspicious activity to pre-empt issues.

2. FATCA/CRS compliance

U.S. FATCA and Common Reporting Standard (CRS) rules are proving potent weapons in the global fight against tax evasion. But they impose a heavy operational cost – making automated reporting and remediation to alleviate the workload, expensive and risk a priority.

Investor Services Suite's automated collection and smart validation of tax and self-certification forms streamline processes and ensure forms are populated in line with jurisdictions' latest tax laws. Indicia checks determine clients' FATCA/CRS tax residency and keep statuses up-to-date, with regulatory reports generated automatically in filing-ready state to minimize the compliance burden.

3. Intelligent workflows

Customizable workflows allow Suite users to build tailored rules that trigger automated actions for any kind of repeatable task – creating the smooth operating environment needed to grow scalably and make your money work harder and smarter. Configuring the procedures each business process must follow and routing tasks to relevant teams unlocks operating efficiencies, and ensures higher quality client support and regulatory compliance. And with real-time oversight from a centralized dashboard, users can monitor activities, identify problems, and track and meet their SLAs.

4. Complex investor servicing tasks

Many firms rely on disparate legacy systems and manual effort to support key tasks. But up- and downstream systems that don't seamlessly talk to each other prevent automated data exchanges – creating errors, bottlenecks, excessive cost and staff frustration.

Investor Services Suite's cross-asset, integrated operating model manages complex tasks at scale, including:

- Transfer agency recordkeeping and shareholder registry
- Order processing (including messaging network connectivity)
- Cash/settlement management
- Fee calculations for hedge, private equity, hybrid and retail fund structures
- Layered investor P&L allocations
- NAV processing
- Capital event processing
- Document management
- Creating and distributing customizable, consolidated investor/client reports

5. Complete technology ecosystem

The FIS Suite's exception-based processes, and seamless connectivity to other internal and external systems, create an integrated ecosystem spanning end-to-end investor servicing and beyond to automate key post-trade functions and produce world-class client experiences. And all processes are wrapped in best practice user and data security protections.

The Investor Services Suite is recognized as the industry gold standard, used by 11 of the world's top 20 alternative fund administrators. With its extended capabilities and market coverage, the Suite unlocks operational efficiencies and cost savings, improves access to critical information, and supports alternative and traditional fund managers' and administrators' globalization and cross-border fund distribution ambitions. Your money works harder with financial technology for secure and streamlined investor services.

Put your money to work with a complete investor services and compliance platform. Discover how FIS Investor Services Suite can transform your business.

UNLOCK THE FIS INVESTOR SERVICES SUITE

Unlock the power to transform investor services



Embrace complex funds

Accounting solutions that are best-in-class across the liquidity spectrum

Simplify your operations

Workflow automations and integrations to create efficiency across your business

Meet investor demands

Secure portal solutions providing two-way communication and data

Empower your team

Data analysis across your ecosystem

FIS Investor Services Suite helps your money work harder by unlocking automation across the investor services lifecycle for greater operating efficiencies and exceptional client satisfaction.

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.

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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