



FIS Investor Services Suite

Unlocking automation across the investor services lifecycle



Overview

Traditional investor services must change

Fee compression, intense cost pressures, regulatory obligations and client expectations for more responsive, personalized services are piling ever-greater strains on the investor servicing capabilities of investment managers, fund administrators and other financial institutions such as private banks, wealth managers and family offices.

Hobbled by legacy platforms patched together with manual workarounds, firms are struggling to improve operational efficiencies and make their capital investment work harder. Delivering the enhanced data and slick functionality needed to support clients – and keep ahead of competitors – is a further challenge.

- Relying on disparate systems to support different investor servicing tasks hinders operational efficiencies and business scalability.
- Up- and downstream systems that don't seamlessly talk to each other prevent automated data exchange, creating errors, bottlenecks, excessive cost and staff frustration.
- Fee calculations, investor allocations and reporting for asset classes such as hedge, private equity and hybrid funds are complex, time-consuming and liable to error without dedicated functionality.
- Failure to meet tough regulatory obligations in shortening timeframes increases legal, financial and reputational risks.

With investors increasingly demanding timely, seamless and accessible services, digitalized interactions have become an essential component at every stage of the investor and fund lifecycle. To meet these rising expectations and maintain a competitive edge, firms will need a radically improved technological approach.

The solution for end-to-end investor services automation

Investor expectations for more responsive services are raising the bar on firms' technology capabilities.

FIS® Investor Services Suite provides a complete investor services and compliance ecosystem on one integrated platform to unlock growth for alternative and traditional fund managers and administrators, banks and wealth management institutions, adding value for clients and making investments work harder for streamlined investor services. Capabilities span transfer agency, regulatory compliance, client experience and workflow management – delivering seamless automation and advanced functionality to better meet client demands, optimize operational efficiencies and strengthen compliance controls.

01

Single, unified operating model

Our comprehensive solution suite supports all hedge fund, private equity and retail fund structures on one platform.

02

Automate the entire investor servicing lifecycle

Manage complex tasks at scale, including AML/KYC checks, FATCA/CRS tax reporting, transfer agency recordkeeping, cash management, fee calculations for open- and closed-end structures, P&L allocations, NAV processing, and consolidated reporting and distribution.



Grow with the investor servicing gold standard

FIS® Investor Services Suite is the gold standard in investor servicing and regulatory compliance, trusted by 11 of the world's top 20 alternative fund administrators and numerous other financial institutions. Designed to support offshore and onshore hedge funds, private equity vehicles, retail funds and regulated financial firms across North America, Europe and APAC, it takes care of all your investor servicing tasks, however complex, so you can focus on what matters most for your business.



Easy investor lifecycle management

Digitalize end-client onboarding with secure ID verification, electronic signatures and customizable, risk-based AML/KYC checks. Automated account reviews ensure documents and data remain current, while real-time transaction and behavior monitoring flag suspicious activity to pre-empt issues.

03

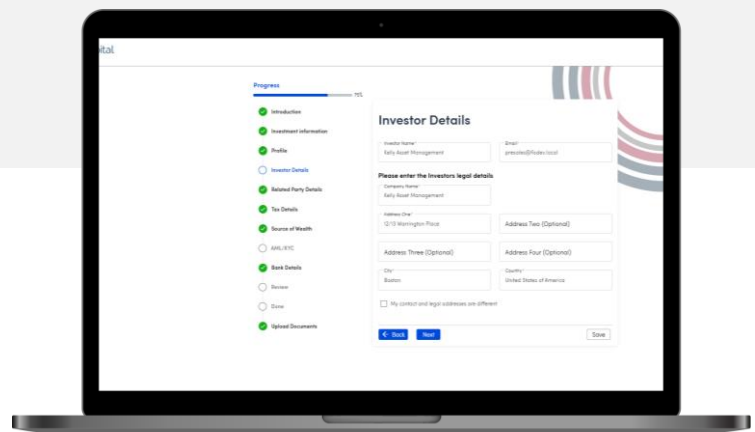
Streamline client onboarding

Secure online form completion and ID verification digitalize and accelerate onboarding.

04

Rich, digitalized interactions

A multi-functional portal unlocks smooth, responsive user experiences at every stage of the client journey.



Manage complex tasks at scale

Exception-based processes for all hedge, private equity, hybrid/semi-liquid and retail fund structures, partnerships and side pocket arrangements streamline transfer agency recordkeeping and shareholder registry maintenance.

STP payments functionality automates multicurrency cash collection, reconciliations and settlement. Order processing, aided by messaging network connectivity, is straight through. All capital event processes are automated. A sophisticated fee engine calculates performance, management, transaction and trailer fees for open- and closed-end structures. Layered P&L allocations and NAV processing down to investor and lot level allow for faster, more accurate reporting and greater client satisfaction. Customizable investor/client report creation and distribution further enhance stakeholder engagement.

Seamless connectivity to other FIS and external systems extend the integrated ecosystem beyond investor servicing 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.



Streamline processes with intelligent workflows

Integrated workflow management allows users to build robust controls and tailored rules that trigger automated actions for any repeatable task. Configuring the procedures each business process must follow and routing tasks to relevant teams optimizes operating efficiencies and ensures higher quality client support and regulatory compliance. Real-time oversight from a centralized dashboard enables users to view activities, identify problems, and track and meet their SLAs.



Maintain regulatory compliance

Ongoing due diligence checks all AML/KYC and FATCA/CRS-related client documents and data are up-to-date. Automated collection and validation of tax and self-certification forms ensure they are populated in line with jurisdictions' latest tax laws. Regulatory reports are generated automatically in filing-ready state to minimize the compliance burden.



Elevate client interactions

Digitalize the investor and fund lifecycle, from onboarding and order entry to document management and reporting. Our portal offers secure online form completion, access to detailed account information across a range of views, on-demand client self-servicing and responsive investor/institution interactions. Real-time insights into fundraising statuses can also help investment managers boost their capital raising efforts.



Make your money work harder.
Unlock the operating efficiencies and exceptional client satisfaction your business needs today with **FIS® Investor Services Suite.**

FIS® Investor Services Suite provides a complete investor services and compliance ecosystem to unlock growth for alternative and traditional fund managers and administrators on one integrated platform, adding value for clients and making investments work harder for streamlined investor services.

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 leading provider of technology solutions for financial institution and business of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, proven performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS ranks #241 on the 2021 Fortune 500 and is a member of Standard & Poor's 500® Index.

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