

Finance Investment Banking

Investment Ltd¹ is a leading investment management company that manages over £6 billion of discretionary funds for individuals, trustees, charities and pension funds, and for the professional advisers of these clients. The organisation also provides trust and company management, tax services and banking facilities.

Investment Management

Using their expertise and knowledge in the finance market, Investment Ltd provide an exclusive, professional and personal service to their clients. This service includes day-to-day management of their clients' investment portfolios and all communication on issues such as investment strategy, capital gains tax, risk levels, PEPs and ISAs.

Investment Ltd regularly receive a flow of financial information and ideas on a global basis from a variety of research houses, stockbrokers and other sources. This information is then used to advise on revenue growth, profit margins, earnings momentum, and cash flow return on capital.

The Challenge

All fee-paying clients currently receive either half-yearly or quarterly detailed reports on the status of their investment portfolio from their personal fund manager. This portfolio provides information on all movements including, investment transactions, all dividends and interest received, paid out or reinvested.

The process used to create these reports was lengthy and required high amounts of administrative input. CSW were asked to help Investment Ltd create a system that would make this process more efficient and enable personalised investment reports to be generated electronically, on request.



¹ Investment Ltd is a fictional company name that is being used to protect the confidentiality of the organisation discussed in this case study.

Online Client Portfolio Portal

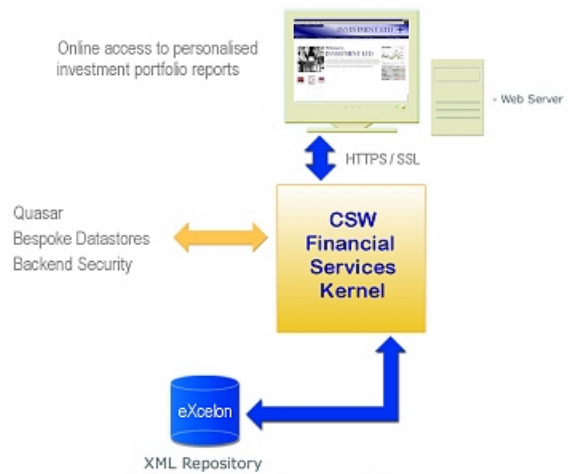
The information required to compile the client portfolio reports was contained in a number of separate back office systems, including a QUASAR® database². Within these systems each client's financial information was also accessed through a number of different reference or account numbers, depending on the product or service. This made the generation of reports a time consuming process.

In order to access this information quickly and easily through a single point, CSW designed a web-based portal that is accessed through a secure login screen on their main web site. The new system retrieves information from existing data sources and stores it using the eXtensible Markup Language (XML) in a central repository (XIS™ from eXcelon Corporation). Once all information is stored in XML, it can be analysed and a report can be generated, customised to the particular preferences of the client – 24 hours a day. The report can then be delivered in HTML to the user's web browser or compiled to a paginated version for printing and binding.

Security

As the client portfolio portal involves the processing and display of a client's financial details, a secure domain is required. Information passes using the Secure Socket Layer (SSL) protocol which allows the browser-based user interface to establish a secure, encrypted connection to the server.

Using this secure connection, a sophisticated Access Control Framework (ACF) grants access to a client's portfolio, according to the user, user's role and preferences of the client themselves. Depending on the user's access rights, the client may only view the packs and funds to which they have authority to access.



Benefits

CSW's solution has automated the production process of the investment reports – reducing cost, shortening delivery times and increasing the level and quality of service to Investment Ltd's clients. The new system is being used by portfolio managers to access information on their clients and will eventually be available for remote access by clients themselves, allowing them to see online the information contained in fund packs, individual funds, consolidated funds, cash accounts and stock holding transactions.

Benefits of the new system include:

Improved Customer Service - Reports are now available for clients on a 24 hour basis. This improved service is designed to encourage greater portfolio activity as clients have real-time access to the state of their investments. This in turn means more transactions and increased revenue for Investment Ltd.

Cost Reduction - The cost of producing the reports is reduced as the lengthy administration procedures – including information collation, printing, delivery and postage costs - are eliminated.

Time to Market - The overall time required to produce an investment report has been reduced to a minimum. Once the information is stored in XML, the process of analysis, printing and despatch are streamlined through the new client portfolio portal.

² QUASAR® is a registered trademark of ACT Insurance Systems Ltd (ACTIS), a wholly owned subsidiary of Misys Plc.