INVANTAGE
for superior client service

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Contacts

InVantage is a comprehensive, client centric wealth management system which supports the full lifecycle of client management, trade processing and settlement. All client information can be accessed from a single data source to achieve high levels of straight through processing (STP) at low operating costs. InVantage can be deployed as a complete set of integrated modules or as independent components of an existing systems infrastructure.

InVantage represents a truly unique, MiFID ready, end-to-end solution that enables firms to offer truly superior client service - the key differentiator in a crowded market.

InVantage Contacts has been developed to meet the needs of firms seeking to offer a superior client servicing experience whilst complying with the increasing levels of regulation, MiFID being the latest of these.

In today's fiercely competitive market, clients' expectations are high and without the right systems it is impossible to provide a personalised and differentiated service cost effectively. Clients realise that they have choices as to whom they entrust their investments, and they will seek wealth managers who can demonstrate a tailored service and to meet their needs.

Whilst traditional manual methods have enabled this personalised service to be offered to ultra-high net worth clients, firms wishing to provide this to high net worth, affluent or even execution only clients require a system that can scale this process. It is against this background that Contacts has been developed.

Contacts enables firms to:

- Use a client relationship management system that is tailored to individual client servicing needs;
- Capture and have immediate access to investment objectives and restrictions of the clients;
- Comply with regulatory requirements to display 'know your client' and other key client details;
- Integrate the client relationship and communication management processes with Microsoft Outlook for seamless email tracking and mail merge capability, task monitoring and meeting scheduling;
- Store and illustrate relationships betweens clients and third parties, e.g. solicitors, IFAs, trusts, accountants;
- Capture and manage 'groups' of clients and the many relationships they may have, e.g. investment clubs;
- Utilise this wealth of information for marketing campaigns or targeted lists;
- Store sufficient personal and financial information about a customer to ensure the suitability of its advice and discretionary decisions;

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- Capture and track communication activities relating to clients or associated third parties;
- Utilise financial information such as portfolio valuations, CGT year-to-date figures or ISA subscriptions to drive marketing analysis or portfolio analysis;
- Have the flexibility to tailor the information stored for clients to your own individual needs;
- Seamlessly integrate with other InVantage modules or other systems to avoid searching for the same client on different systems;
- Capture and track prospective clients' lifecycle including an efficient fact find input/update mechanism.

Contacts benefits the following business areas:

Regulatory Compliance

Contacts enables users to see the full range of information relating to clients' personal and financial profiles, investment objectives and restrictions, and dependency based information, for example whether risk or tax based documentation has been processed. Access to this information will be vital during the investment process when applying the 'suitability' and 'appropriateness' tests in accordance with MiFID.

Client Contact

Contacts provides the ability to store full contact details for clients and related parties, be they professionally or personally related. Personal events that may impact on how a client is treated can be captured on a flexible 'scratchpad' that is automatically audit stamped and easily viewable. All communications with clients or related parties can be captured, whether by email, fax, telephone or face to face meetings. Configurable categories and picklists enable specific reasons for the communication to be tracked, filtered or reported.

Client Administration

Contacts is highly configurable and allows the tailoring of screens and reports to match fact find forms or other paper based documents. This will result in significant time savings and dramatically reduced error rates.

Marketing

The Contacts module allows the capture and management of prospective clients from initial contact through to client take-on and can utilise captured information to drive marketing analysis or campaigns.

Full Client Servicing

Contacts can be completely integrated with our Documents and Portfolio modules providing organisations with the highest possible levels of personalised and flexible client servicing. Our modules are scaleable thereby providing an extremely cost effective solution that will enhance client retention and reduce administration burdens.

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About Investmaster Group Limited

Investmaster Group Limited has been providing purpose built IT solutions to the UK's wealth management and institutional broking sectors for over 20 years. Investmaster is committed to the provision of reliable technology that underpins its clients' business in an increasingly regulated marketplace. With a broad and established user base, Investmaster prides itself on strong and collaborative client relationships and has a proven track record helping clients achieve their business objectives through the provision of market leading IT solutions.

The highly versatile and scalable InVantage product suite offers unparalleled breadth of functionality, including portfolio and client management tools, detailed investment analysis, CGT tax planning, back office processing, document management and sophisticated reporting. InVantage can be implemented as a tightly integrated complete end-to-end solution, or as individual modules to be integrated with existing systems. With the need to achieve compliance with all relevant industry regulations taken as given, the InVantage solution aims to deliver tangible business benefits in both enhanced client service capabilities and meaningful long term cost savings.

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