

# Driving Financial Success with TechM BPS Wealth Management Solution





# Abstract

TechM's wealth management solution leverages an integrated solution of managed services and transformation services to provide a unique and innovative approach to the wealth management industry. Our solution is designed to provide a differentiated client experience, reduce operational costs, and enhance competitive advantage. By leveraging our rich experience in the wealth management industry, we are able to provide a wealth of knowledge and expertise to our clients. Our solution includes services in areas of business strategy, operational excellence, and end-to-end business and process transformation, providing a comprehensive approach to wealth management.

# Introduction

TechM's wealth management solution is uniquely positioned to address the current challenges and trends of the wealth management industry. Designed to enhance client experience, reduce operational costs, and increase productivity, our approach leverages a wealth of domain knowledge and understanding. We leverage our integrated solution offerings to provide a differentiated client experience, reduce operational costs, and drive innovation. Our services span areas of business strategy, operational excellence, and end-to-end business and process transformation, offering a comprehensive approach to wealth management. The solution's competitive advantage lies in its ability to reduce operational costs, increase operational efficiency, tech modernization and drive innovation in the wealth management industry.

# **Key Challenges**

The wealth management industry faces several key challenges, as outlined below:



## Rising Costs of Risk and Increasing Regulatory Burdens:

Increase in regulations and rising cost of risks possess new challenges to wealth management firms.



# $\stackrel{\circ}{\sim}$ Clients are Changing:

Investors are encountering difficulties in managing the new generation of investors, who possess different ways of thinking, attitudes, and expectations. Consequently, the older wealth management system is being influenced by these new generations.



#### **Holistic and Goals Based Advice:**

Investors sometimes struggle to advise on how to achieve multiple. conflicting goals through a range of investment and funding strategies.



#### **New Competitive Patterns:**

The market is experiencing the emergence of new firms, business models, and innovative ideas, which intensify competition for clients and the available assets within it.



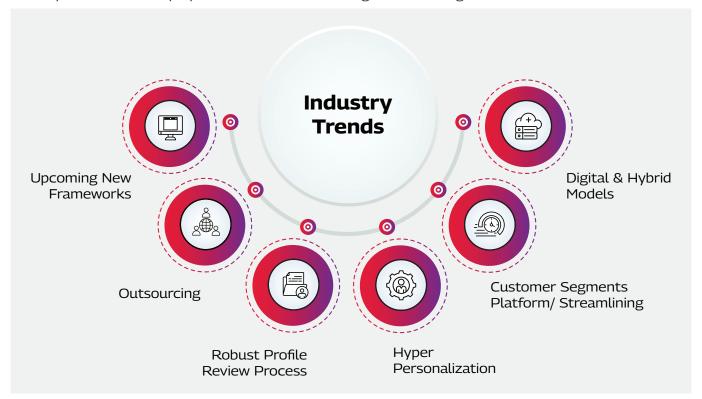
#### **Internal Factors Holding Digital Change:**

While digital transformation is considered a key priority in today's landscape, there are various internal factors within firms that hinder the implementation of digital changes. These factors include legacy technology, inconsistent digital strategies, and resistance to change, among others.

To meet these key challenges, wealth management firms are adopting strategies to enhance competitive advantage and retain market share by focusing on technology for delivering a superior, differentiated client experience, investing in compliance and controls, reducing operational cost through process excellence and outsourcing strategy.

# **Current Industry Trends**

The key trends that can play a vital role in transforming wealth management firms are as shown below.





## **Digital and Hybrid Models:**

Nowadays, clients are seeking self-service banking channels, and they expect wealth managers to provide streamlined experiences through mobile applications and virtual branches.



#### **Customer Segment Platform / Streamlining:**

Wealth management firms should adopt a more customer-centric approach and customize their solutions to serve additional customer segments. They should also focus on improving efficiency and reducing operation and maintenance costs.



## **Hyper Personalization:**

Fintech companies are leveraging data and AI solutions to drive hyper-personalization. These tools enable wealth managers to better understand clients' needs and generate detailed insights, which lead to personalized proposals.



#### **Robust Profile Review Process:**

Clients now expect more than just a current investment plan, they want an investment strategy that incorporates technology and algorithms to help them make more informed decisions.



#### **Outsourcing:**

With the rapid development in the wealth management industry, firms are focusing on their core areas of expertise and seeking outsourcing solutions for non-core functions. A survey by Fidelity has indicated that those who outsourced their operations are more likely to experience business growth.



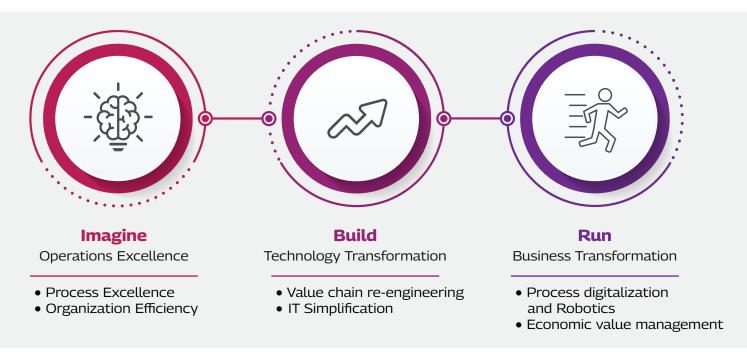
# **Upcoming New Frameworks:**

The wealth management industry is witnessing the emergence of various firms and new business models. Given the level of competition in this industry, existing industries must transform their businesses to meet the client expectations.

# **Our Solution**

TechM possesses extensive experience in catering to the entire wealth management life cycle. We leverage our expertise in areas such as business strategy, operational excellence, and end-to-end business and process transformation to effectively manage, adapt, and foster the growth of wealth management firms.

The customer focused solution is a business-aligned, platform agnostic solution leveraging best of lean and design thinking with content and workflow management capabilities. We help the business achieve reduced on-boarding cycle time, faster time to market, improved systematic transfer plan (STP), and so on, by reusing the existing processes and legacy systems.





# TechM's Wealth Management Capabilities and Offerings

#### Wealth Management Offerings Against Current Challenges / Trends Internal Factors Holistic & goals Rising Costs of Risks Outsourcing holding Digital Change based advice Robust Profile Upcoming Clients are changing Digital & Hybrid Models **Review Process** New Frameworks New Competitive Customer segments/ Increasing Regulatory Hyper Personalization platform streamlining **Patterns** Burdens **Front Office** Middle Office **Back Office** Financial & Managerial Client Onboarding Regulatory Reporting Clearing and settlement Reporting **Managed Services** Customer Relationship Document & Master Portfolio Modeling **Custody Services** Management Data Management Investment Campaign Management Transfer Agency Account aggregation Strategy Analysis Client Risk Profiling Performance Client Reporting & **Treasury Operations** & Analysis Calculation/Attribution Communication Risk Measurement/ Portfolio Valuation/ Data Acquisition Fee Processing & Billing Research & Market Analysis Collateral Management & Distribution **Point Process ₽₽₽ Intelligent** AI/ML Analytics **Consulting** Transformation Fransformation **Automation Solutions** • Competitive Analysis • Enable data-driven • Intelligent Automation Mapping strategy to Workflow existing AI platforms Orchestration decision making • Due-diligence • Data sciences & Standardize processes Bespoke Analytics • Platform/ Model Data Deduplication Business process and streamline evaluation services Document impact business outcomes • Business Intelligence Bidirectional assessment collection Build Digital Strategy Resolve process / Data Orchestration Hyper Personalization ID verification conflicts. services) Solutions

**Benefits** 

Increase Operational efficiency by **30% - 40%** 

Cost Optimization by **20% - 30%** 

Reduction in TAT - 20 % - 30%



#### **Enabled by our End to End Strategic Transformation Levers Theme & Solutions Solutions Benefits Delivered** • Seamless Experience design contributing to • Reduced Customer Effort • 360° CX Transformation • Higher adoption of digital **Customer Experience** • Customer Experience Journey Design self serve Design • Increased Customer Lifetime value **Bundled With Managed Services/ Capacity Models** • Digital first modular stack • Upto 20% increment in C-Sat leveraging best-in-class proprietory • 25-30% cost out through & partner tools & technologies to Shift left provide a seamless unified Customer **Front Office** • Higher NPS / Customer Experience with ready integration to **Transformation** Loyalty your existing infrastructure • 20% Call / Service request • BPaaS (Business process as a service) elimination 销 leveraging technology investments • 30% increment in First time · Optimize business transactions Middle & Back Office right / throughput rate • Process mining, Task Mining, Process **Transformation** Reengineering, • Process Improvement • Up to 20% Cost Out through Gen Al Solutions higher agent utilization, • AI/ML Solutions: To analyze structured reduced NVAs & handoffs and unstructured data 音盲盲 BPM and Workflow • Upto 60% reduction in cycle Box orchestration solutions time through digital Intelligent process mining - Readily available plug Automation and play accelerators. RPA Solutions - industry & Be-spoke use cases Predictive Digital Insight layer: • Actionable insights harnessed to drive business • Scenario modelling and Optimisation impact, enhance CX • Cognitive Deep learning capability • Real time customised • Segmentation/clustering based analysis dashboards for better control • Forecasting and Time series analysis • Predictive Analytics to guide **Advanced** • Predictive Analytics operational strategy **Analytics** · Automation, optimization, and predictions by machine-generated intelligence.

# **Benefits**

- Up to 30 %-40% reduction in effort by back-office staff through our integrated solution, resulting in cost reduction.
- Up to 60 %-70% reduction in cycle time through digital process mining.
- Cost savings of 30%-40% by automation (RPA / IPA and AI), process reengineering, and industry best practices.
- 30 % increment in first time-right (FTR) / throughput rate.
- Utilization of predictive analytics to guide operational strategy.
- Improved net promoter score (NPS) and customer loyalty.
- Seamless experience design leading to:

# The NXT.NOWTM Advantage

- Over a decade of experience in the wealth management domain
- Integrated solutions (transformation + managed services)
- Global delivery footprint
- Serving markets across US, UK, EMEA, and APAC

# **TechM Success Stories**



#### **Reconciliation & Fund Administration**

Provided managed and transformation services to an Australian investment fund and trustee group



#### Reference **Data Management**

Provided reference data service to a Swiss multinational investment bank



#### **Smart** Governance

Generated real time reports for a US based financial services organization



#### **Risk & Compliance Services**

Managed KYC remediation for more than 3,500 clients for the largest Canadian bank

- Managing end to End operations fund administration and registry services
- New member setup, Rollover, Additional investments, Internal transfers, Switch in/out, Closure of account, Return of capital
- Reconciliation operations- Unit Recons, cash recons and custodian Recons

- High end financial data cleansing services
- Asset Management, fund services & alternative fund service operations using Managed Data Services
- Services and experiences across all major markets
- TechM supports **Corporate Services** Centralized and Reporting Metrics (CSCRM) team with generation of reports related to Global Financial and Management data for multiple regions- EMEA, Asia, North America
- Faster and real time on demand reports to management
- Leveraged Tableau tool to automate report generation

- GAP Analysis with latest regulatory requirements
- Risk assessment and categorization
- External Data Verification (Global sanctions list, PEP etc.)
- Remediation of **KYC Profiles**
- Alert & Case management support

~97% Auto match Rate achieved

~67% **AHT Reduction** 

~50% FTE Reduction

~80% Operation Efficiency

# **TECH** mahindra

















FASTEST-GROWING IT SERVICES BRAND IN BRAND VALUE RANK

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