



Best for Investment & Wealth Management Technology 2017

SS&C is a leading provider of services and software for the global financial services industry, with more than 11,000 clients who, in the aggregate, manage over \$44 Trillion USD of assets. Michael O'Hanlon talks us through the firm and the innovative solutions it provides.

Over the past 30 years, SS&C have created the most comprehensive powerhouse of software technology in the financial services industry; technology that complements the firm's unrivalled expertise and professionalism in fund administration, insurance and pension funds, and asset and wealth management accounting and operations. Michael outlines how its creative solutions, combined with the expertise and dedication of its staff, have led the firm to the success it enjoys today and differentiate it from its competitors.

"SS&C is able to offer the best software and services across the financial services industry globally, covering all the major market verticals. Our clients are Asset and Wealth Managers, Administrators and Custodians, Alternative Asset Managers (including Hedge Fund, Private Equity, REITs and Infrastructure), Insurers, Private Banks and Family Offices. We offer flexible deployment of our technology tailored to clients' intended operating models. This can be either on premise, hosted in SS&C's data centres, or as a fully outsourced solution. We pride ourselves on having one of the industry's highest R&D spends

enabling continued product enhancement and innovation.

"Our highly experienced and qualified 8,000+ staff across 75 international offices ensures our clients are consistently delighted, enabling us to maintain a 95% client retention rate and provide a solid foundation for the business. SS&C runs a large Business Process Outsourcing (BPO) division using our own software, employees and infrastructure. This is unique in the industry and means we are 'our own biggest client' heavily investing in our software products to benefit our clients across the board. We are the largest global independent Alternatives Fund Administrator with \$1.3 Trillion+ USD Assets under Administration. We are able to rapidly develop and customise our software and services to meet market requirements and customer expectations. Our highly experienced management team ensures that we are always focused on staying ahead of the curve."

Financial services markets are increasingly becoming more competitive. In response, there is a trend of transition projects within Australian financial institutions upgrading technology platforms, not only to drive cost efficiencies but also to enhance customer experience. SS&C is

well positioned to partner with these firms to deploy the best technology to facilitate business objectives, outcomes and results for these institutions, as Michael is keen to highlight.

"Ultimately, SS&C prides itself on the expertise that our team brings to every product or service we deliver. When you partner with SS&C you are partnering with an industry expert. We work with our clients to deliver tailored technology solutions through consultation, development, training, implementation, production and support services."

Having operated in Australia for over 20 years, SS&C understand the importance of local knowledge and an on the ground presence in this key market, as Michael explains.

"To provide our Australian clients with the service they need it is critical to have a local presence and we have approximately 100 staff on the ground in Sydney and Melbourne. It is extremely important to provide local knowledge, expertise and support for our clients. Combining this with our global backing and support network enhances our value proposition for our clients. We continue to work with our existing clients and on board new clients that bring fresh ideas for product

development and enhancement that SS&C can implement. Our close engagement working with clients through this process develops a deep pool of industry knowledge, expertise and best practice protocols that we leverage across our customers to add tremendous value."

As he discusses the future Michael is optimistic as he provides us with an insight into the firm's growth plans.

"Looking to the future, SS&C is focussed on growing the business, both organically and through acquisition. The product and service offering continues to expand and there is constant development and innovation within existing offerings. We continue to roll out new releases for our existing product range – Global Wealth Platform, Recon, Sylvan, HiPortfolio, Anova – whilst also broadening our offering with new products such as our recently launched client communications platform Vision FI (Financial Insight)."



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