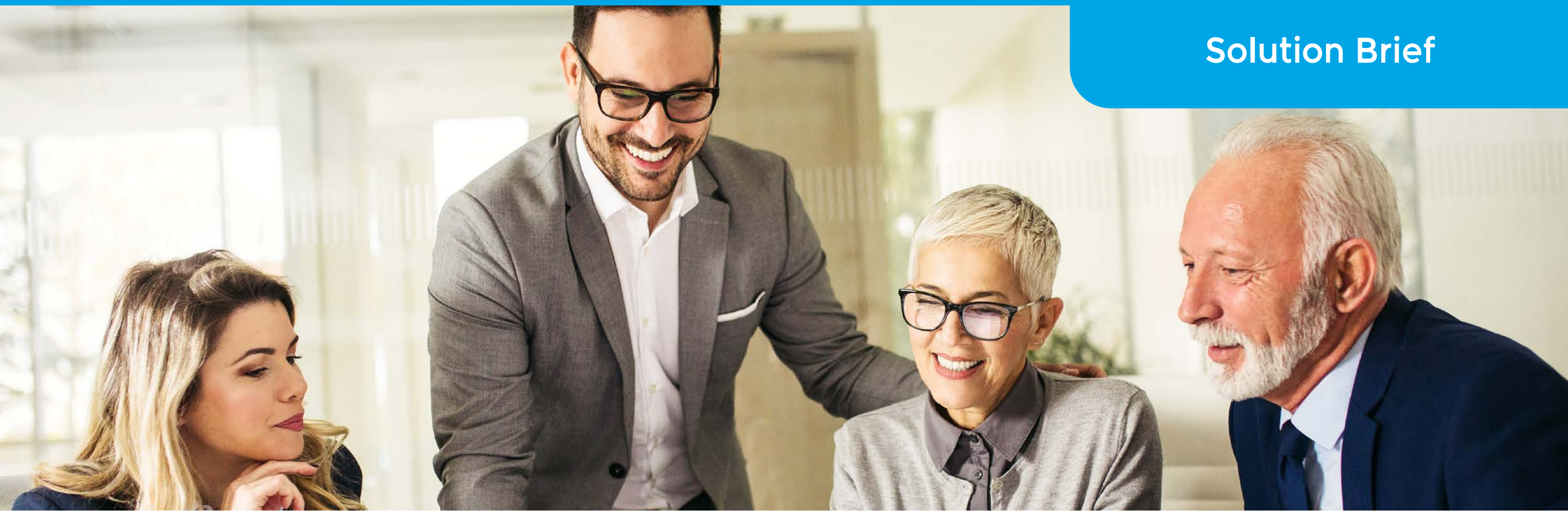
Solution Brief



Family Offices

Robust investment management software supporting the full investment lifecycle for single- and multifamily offices in one integrated, easy-to-use platform

The challenge

In a family office – whether large or small – the Chief Investment Officer (CIO) has a straightforward charter: safeguarding and growing wealth. The investment team works unceasingly to vet, select, review, monitor, and manage assets and investments to generate attractive returns. Creating a healthy diversified portfolio involves balancing risk, volatility, and cost very carefully. This balancing act is made vastly more difficult when the CIO and investment team lack a holistic view of investor relationships, complex portfolios, fund performance, investment calculations, and manager interactions.

Transparency and visibility are frequently deficient because data is housed in multiple incompatible systems. Access to data and the ability to work with data can be limited, impacting process efficiencies, hindering decision-making, and – ultimately – affecting investor satisfaction. For example, the CIO may not have on-demand access to reports that provide multi-dimensional views of entities or a holistic analysis of their factor exposures. In today's complicated and fast-paced investment world, this is an untenable position.

Our solutions

Backstop Solutions, an award-winning data and technology provider, delivers the infrastructure and investment platform family office CIOs need to achieve operational excellence and meet long-term objectives. By providing a central repository for all organizational, process, and investment data, Backstop supplies complete transparency and visibility anywhere and anytime, and ensures the continuity of institutional knowledge. Robust capabilities streamline portfolio, research, deal, and liquidity management.

This strengthens the investment team's ability to manage multi-asset class investments, investor relationships, and portfolio performance, as well as conduct due diligence on existing and potential managers. Configurable report-building capabilities allow both qualitative and quantitative data to be combined and visualized to support agile decision-making. Overall, our scalable, tightly-integrated software solution enables the CIO and investment team to increase their efficiency, provide clarity to family members, and continue to manage and grow assets for the future.

Challenges

- Siloed data that inhibits the collection, organization, and analysis of information from multiple sources
- Lack of transparency and analytics, preventing a broad and deep view of investments, relationships, portfolios, and performance
- Inefficiencies resulting from working in multiple systems to support investment management processes
- Loss of knowledge within the family office when a person retires or exits the organization
- CFOs of Family Office Accounting teams struggle to respond to questions about fees, returns, and attribution

Proven results

- Make all organizational, process, and investment data instantly accessible via a searchable central repository
- Perform analytics and generate reports on portfolios, performance, investments, managers, and more to enable agile decision-making
- Increase investment team efficiency and productivity with robust portfolio, research, deal, and liquidity management capabilities all in one platform
- Facilitate leadership continuity by capturing institutional knowledge
- Access accurate and consistent accounting, performance, and attribution data for all asset classes in one place

> Backstop was the solution that best fit what we needed. We can track the qualitative aspects of our research process - the contextual information, relationships and opinions - and connect it directly to the quantitative side of our work."
>
> Rodrigo Louro, Partner, Turim Multi-Family Office

Research management

Backstop's Multi-Asset Class Research Management Solution (RMS) is an indispensable resource for conducting due diligence and research on prospective multi-asset class investments for family offices.

- Monitor and report on qualitative and quantitative data points for monthly, quarterly, and annual due diligence
- Configure custom data fields throughout Backstop to re-create annual reviews, manager scoring fields, and due diligence questionnaires
- Run up-to-date analysis on monthly fund performance with index database feeds from our Data Providers or other sources
- Convert email attachments to searchable, reportable documents with Backstop's Outlook® Add-In

Portfolio management

Backstop's platform empowers your investment team to effectively and efficiently aggregate and monitor your portfolio(s) across multiple asset classes. Our holistic approach towards research and portfolio management enables you to gain portfolio insights across traditional as well as alternative asset classes with the relevant return calculations, multiples and statistics expected for each.

- Manage, view, and analyze the entire investment cycle, all in one place
- View and track contribution to return, contribution to risk and other KPIs utilizing Backstop's 150+ calculations
- Monitor exposures / allocations over time
- Track investment policy adherence
- Analyze investment and portfolio performance against industry benchmarks, weighted benchmarks or custom benchmarks you create
- Track cashflows and remaining commitments
- Obtain actionable insight through Backstop's portfolio dashboards, explorer tools and fully configurable report building capabilities

Liquidity management

Backstop's sophisticated liquidity reporting tools handle even the most complex terms to provide clear insight into the family office portfolio.

- Track lockups, notification, and redemption dates, and apply gates and holdbacks with an interactive liquidity calendar
- Run liquidity scenario reports to analyze different liquidity considerations based on manager strategy types and exposures
- Easily break down and report on the most complex liquidity configurations with Backstop's Advanced Liquidity

Intellx documents

Backstop IntellX™ Documents streamlines due diligence by automatically searching for and downloading fund documents and data from email and web portal sources. Using robust machine learning capabilities and sophisticated classification methods, documents are dynamically classified, tagged, translated, and filed in the Backstop platform.

- Eliminate low-value tasks associated with due diligence documentation
- Avoid critical information and events being overlooked
- Enhance data accuracy, quality, and timeliness
- Generate up-to-date portfolio analyses on demand
- Make documents and information accessible to anyone within the organization

World-class implementation, support, and knowledge management

Support at Backstop is more than a call center. Our expert in-house team works hard to build relationships with our clients, enabling us to grow with your needs and aid you in meeting your business goals. Product training begins at implementation, when new users are assigned a Backstop Project Manager who will serve as your team's primary contact and guide you through all phases of implementation, assisting with any questions you have throughout the implementation process. In addition, you'll receive a relationship manager, access to our knowledge management team, and much more.

- Industry-specific expertise
- Free training
- Focus on client success
- Community development — annual user conference Backstop Beyond

Why Backstop?

For more than 20 years, family offices have placed their trust in Backstop Solutions to capitalize on our extensive experience. We help our clients in the institutional investment industry to maximize their time by removing barriers in their everyday work. From consistent communication to highly personalized customer service, the belief that our clients are our partners is at the heart of everything

we do at Backstop. Our software and services are designed with one goal in mind: to help you run your business more efficiently. Our credentials include:

- Over 1000 global clients.
- Purpose-built for family offices.
- An experienced professional services group that brings together best practices gained from 13,500 hours per year of implementation experience.
- Cloud-based platform enhanced every two weeks.
- World-class customer service and support steeped in the institutional investment industry.

We are looking forward to helping you create a strong infrastructure that will support the evolving goals of your high-performance business. We want to make sure you are getting the most out of your investment, beginning at implementation, and extending through ongoing development and on-demand support.

Let's get started

At Backstop Solutions, we help you succeed by operating efficiently, investing intelligently, and communicating effectively. Backstop Solutions has more than a decade of experience supporting family offices. We understand the everyday challenges you face, and we speak your language.

About Backstop Solutions

ION Analytics, a leader in services, data, and predictive capabilities for global capital markets, acquired Backstop in late 2021 with a shared desire to help clients break down the barriers to data access and deliver better decisions. As part of ION Analytics, our industry-leading services redefine the way firms operate in private markets, reshaping the institutional investment industry at the intersection of human insight and machine intelligence. Our core strength lies in developing technology that serves as a definitive source of truth, empowering you with actionable insights, and seamless institutional knowledge sharing, while optimizing day-to-day success.

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