

ASSET MANAGER CLIENT CASE STUDY



THE CHALLENGE

Marketing teams at asset managers need to update third-party consultant databases with both quantitative and qualitative information on a regular basis. And with a growing set of ESG questions being added to an already long list of firm and product-focused fields that needs to be updated regularly, the asset manager faced a dilemma in how to update these databases in an efficient, scalable manner.

Before the firm adopted DiligenceVault, the process of updating these databases was manually-intensive and laborious, with the database questions (and current answers) needing to be outputted and converted into MS Word and Excel, sent to the product team for input, have said Word file sent back to the database team, and then manually inputted into each respective consultant's database. A lack of auditability compounded the challenge.

“Information stored in consultant databases, particularly qualitative data, ages quickly. We didn't have an efficient way to get this information updated on a timely basis. It was ad-hoc at best”

3RD PARTY DATABASE PROFILE MANAGEMENT

“It's the difference between night and day how much more efficient we've become by using DiligenceVault.”

FACTS

\$500 bn+ Assets under management

2,000+ Total employees globally

500+ Investment personnel

100+ Number of database profiles to be updated

150+ Datapoints to be updated each reporting cycle

25+ Team members involved in profile updates



THE BENEFITS

After a thorough review of various solutions and technologies to help them solve this problem, the asset manager selected DiligenceVault to help them develop a more streamlined process to get the right information into the right databases quickly and efficiently.

The benefits to the firm has centered around four major improvements:

1. The 3rd party database management team now has a repeatable and scalable process to manage their consultant Q&As by storing their information in the DiligenceVault platform which then can be easily shared across the firm for input and editing.
2. Scheduling and project management has been made much easier with KPIs and metrics now able to be tracked such as calculating the amount of time needed to update a template and the amount of time to complete a workflow.
3. An audit trail of who has updated what and when has now been established with full archive capabilities within DiligenceVault.

4. ESG and diversity related questions has been a particularly challenging area for the firm as consultants continue to add to an already long list of questions regarding managers' efforts in this area.

“The amount of ESG-related questions from consultants is overwhelming and it’s clear more are coming”

DiligenceVault’s embedded templates, auto-fill capabilities, and review workflows has been a significant time-saver for the asset manager client as they can leverage a repeatable process in getting this work done with confidence.

About DiligenceVault

DiligenceVault is the investment industry leader in offering a comprehensive due diligence platform for asset owners, allocators, consultants and fund managers. Today, over 45,000 users, leverage the platform in digitalizing and streamlining their due diligence framework, moving away from previously manually intensive, error-prone, and expensive diligence processes.

To see how **DiligenceVault** helps asset owners, consultants, wealth advisors and fund managers, please contact us:

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