

Quilter Cheviot: “Speed as standard”

A quick-time implementation of
BITA Wealth Monitor

case
study

“ Nick Herbert
Head of Investment Risk

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“Speed as Standard” Quick-Time implementation continues at Quilter Cheviot

Quilter Cheviot decided to upgrade its risk monitoring and management capabilities by deploying BITA Wealth Monitor in July 2017 and was able to go live with the flagship application within BITA Risk’s product suite just six months later, with a system matched to their investment and client segmentation strategies. This rapid rollout is not a one-off: speedy tailoring is what the BITA Risk team are increasingly becoming known for in the wealth management community.

Like BITA Risk’s previous clients, Quilter Cheviot had multiple aims in mind, but in essence the firm wanted to achieve a solution where all its accounts would be monitored systematically each day in order to eradicate a huge manual job for its risk team, and offer both them and investment managers a level of deep and timely insight into portfolios characteristics previously impossible.

As Daryl Roxburgh Global Head, BITA Risk explains: “Where portfolio monitoring is a manual process, typically a firm will spend half the time spent monitoring obtaining and putting the data together, then 25% analysing it and just 25% acting on it. The data is already there on a nightly basis with Wealth Monitor, so zero time is spent getting the data. Then, as all the key issues are clearly presented, managers might spend only a fraction of that time looking for what they need to resolve, meaning that they could spend a higher proportion of the time acting on the information - or more likely do it all in half the time.”

- BITA Wealth Monitor deployed
- c.165 investment managers.
- 40,000 clients
- Total AuM: £24.4bn (as at 31.09.2018)

private client specialists



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In addition to wanting to achieve this automation in short order, Quilter Cheviot also represented a high-volume installation where customisation would be required, meaning that BITA Risk’s track record and specialisation in private client wealth managers carried great weight.

As Nick Herbert, Head of Investment Risk at Quilter Cheviot, recalls: “We knew that BITA Wealth Monitor had been implemented successfully and rapidly by industry peers, and there were people working here who’d come from those firms and used the system before giving very good feedback.” This also meant that BITA Risk team were more than comfortable with the size of the client book to be monitored. “When we said we have 40,000 clients to **other** providers, their faces fell,” said Herbert. “We liked the fact the system is used by peers with very similar businesses to us, and that BITA Risk is so in tune with what we wanted to achieve.”

Crucially, Quilter Cheviot’s investment managers have autonomy around the construction of portfolios, albeit within defined guidelines - a level of tailoring very appealing to clients

in a world of model portfolios, but one which calls for very robust oversight.

As Roxburgh observes, the desire to create “freedom within a framework” that firms with autonomous managers share, is not just about compliance and audit trails. “The general guidelines investment managers are given for portfolio construction create what I call a firm’s ‘investment brand’, telling the client what they could expect a portfolio from that organisation to look like,” he said. BITA Risk’s latest system has therefore been designed to offer scope far beyond typical monitoring criteria like volatility, concentration and tracking error to give firms up to eighteen flags on anything from cash holdings to bond durations and even KYC issues.

constant collaboration

The customisation Quilter Cheviot received here from BITA Risk in the configuration of Wealth Monitor, neatly mirrors the tailoring its own clients’ enjoy and was a lesson in collaborative development, Herbert explained: “Implementation was an incredibly flexible, communicative process which allowed us to do whatever we needed. We were able to sit down with the BITA Risk project team to describe exactly what we wanted and they programmed those flags into the system precisely as we defined them. They were then able to produce an initial cut of the system that we could test before then further honing it to ensure it was doing everything we wanted it to do.”

Although connectivity issues generally loom large across the industry, the integration of Wealth Monitor into the firm’s investment management platform was also unproblematic as the two systems had been made to “talk” to each other in several previous implementations (BITA Risk has now integrated with most major asset management platforms). And, while Quilter Cheviot eventually decided to delay rolling out Wealth Monitor for a few months so that its users could go straight onto the system’s new BITA Wealth user interface, the project was actually delivered well ahead of schedule. “Compared to other system implementations I’ve

been involved with, this was very smooth,” said Herbert. “The initial implementation was exactly in the timeframe we wanted to achieve, with a month spare actually, so that was great.”



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At the point of being halfway through its final rollout of Wealth Monitor to some 165 investment managers, Quilter Cheviot has already seen huge efficiency gains. “Our investment managers now have a far better overview of their portfolios and any issues that need to be looked at, and it’s made dealing with those issues much easier as well,” Herbert said. “My team have moved from a laborious monthly monitoring cycle, to getting the information they and investment managers need to see every day.”

More broadly, Herbert sees implementing Wealth Monitor as a key move in maintaining market-leading capabilities – and it is not just the regulator putting risk monitoring and suitability under the spotlight today. “We want to be ahead of the curve on regulatory changes and the system certainly makes us far more efficient, but we see it as a real competitive advantage too,” he said. “Increasingly, when we talk to intermediaries nowadays, they want to know about the risk management processes we have in place, so being able to say we have a new system called BITA Wealth Monitor, which is very well respected in the industry, is incredibly helpful.”

Quilter Cheviot has joined a growing cohort of wealth managers who have been able to realise compelling compliance, cost and competitive benefits from Wealth Monitor, quickly and with very little of the pain commonly associated with technology upgrades. “We chose Wealth Monitor because we knew it been implemented by similar firms using the same sorts of underlying platforms that we use,” Herbert concludes. “They knew exactly what had to be done, gave realistic timeframes about how long things would take and then just delivered on all our requirements.”



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call 0203 848 4264

email BITAinfo@corfinancialgroup.com

visit corfinancialgroup.com

With client AUM in excess of £165bn, BITA Risk is the leading provider of integrated Private Client suitability profiling, portfolio management, risk and monitoring applications in the HNW and UHNW sectors. Its BITA Wealth product delivers a risk and suitability backbone for your business, whether you are a Wealth Manager, Family Office or Private Bank. It gives managers freedom within a framework to construct and manage portfolios in the context of risk, policy and mandate, so they achieve suitability, whilst delivering control and transparency to management.

In addition to its market-leading suitability assessment, risk profiling, proposal generation and risk monitoring, 4th generation BITA Wealth brings a brand-new user experience and an award-winning innovative portfolio management page with OMS connectivity. Managers can now go straight from what-if modelling and portfolio analytics to execution, delivering first and second lines of compliance defence.

Through partners in the BITA Risk eco-system, our clients can access marketing leading GIPS compliant performance and attribution, Financial Planning tools and Business Process Outsourcing in the UK and the USA.

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There are four key problem areas corfinancial looks to solve through its primary software and service offerings:

BITA Risk is a fully integrated, end-to-end private client suitability and risk management solution that mirrors the investment process of private banks and wealth managers and monitors their client portfolios nightly against mandate;

salerio is a post-trade processing solution that enables asset managers, hedge funds, and third-party outsourced administrators to automate the flow of securities and treasury trades from matching through to settlement;

paragon is a comprehensive front-to-back office fixed income portfolio accounting and processing solution for banks;

CO-STARS is a fully integrated investment administration platform for third party administrators, fund supermarkets and wealth management providers.