

CASE STUDY

TRIDENT TRUST



DAN SMITH
Trident Trust

Trident Trust, an independent global fund administrator, serves its worldwide client base of alternative investment fund managers through professional and dedicated on-the-ground teams in Africa, Asia, Europe, the Middle East, the USA and the Caribbean. In need of technology that delivered dedicated Private Equity Real Estate (PERE) capabilities with straight through processing for its institutional clients, it turned to Allvue Systems' leading-edge solution based on what it could bring to address geographic complexity, control automation requirements and data transparency.

SITUATION

The evolution of Trident Trust's global footprint created two key challenges.

The first was a mixture of disparate systems, which led to different offices using different processes and applications to achieve the same client servicing. Attempting to link a range of software packages led to multiple workarounds in order to service its increasingly global and connected client base. This environment was inefficient and time-consuming, requiring a significant amount of time to maintain.

This was resolved by transitioning to a single global integrated fund accounting, investor reporting, and client portal system, giving Trident Trust the capability to serve its Hedge Fund and smaller PERE clients on one common platform.

Trident Trust's second challenge related to its higher value institutional clients. It wanted to implement a leading-edge specialist PERE platform that could not only deliver operational efficiencies in servicing its existing clients, but that would also further enable Trident Trust to target new opportunities from asset managers in this growing market segment who demand leading technology to assist them and their investors.

SCHEDULE A DEMO

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SOLUTION

After a detailed and lengthy evaluation process, Allvue's solution proved to be the clear winner for the position of premium PERE system.

Allvue's cloud-based specialist PERE capabilities enabled Trident Trust to deliver the full range of services that are particularly attractive to this sector, including:

- A tailored reporting suite
- Customizable GP client portals w/ self-service dashboards
- Leading-edge white-label Investor and Fundraising Portals
- Waterfall Carried Interest automation capabilities
- Seamless client-centric view and drilldowns to client-facing teams
- Tight integration with Microsoft Office Suite for faster team ramp-up & proficiency
- Real time data transparency and sharing with GPs and LPs

According to Dan Smith, President of Trident Trust's US-based fund administration operations, "Having a single Cloud-based system with specialist PERE capabilities is a cornerstone for our targeted growth in the technology-demanding PERE sector. It delivers a suite of services that are highly attractive to the sector and opened up new opportunities for us to target new work from asset managers within this segment. Allvue has proved to be a great strategy; we needed a software services provider that was willing and able to collaboratively work with us to drive continued development of the platform to meet our clients' evolving needs."

BENEFITS

The move to Allvue's specialist PERE platform for its institutional clients has helped Trident Trust continue to scale up its operational reach to meet the demand from new clients without diminishing the quality and personalization of its service. With Allvue, Trident Trust was able to:

- Deliver a leading PERE solution to its higher value institutional clients
- Target new work from funds within the sector
- Provide greater real time data transparency and sharing with GPs and LPs

Trident can now focus on future growth, confident in knowing that as they continue to scale and grow their global footprint, their systems will keep pace with any change or challenge the future brings.

ABOUT ALLVUE

Allvue is a leading provider of investment management solutions for fund managers, investors, and administrators in the alternative investments industry. We offer innovative, configurable investment software that eliminates the barriers between systems, information, and people, optimizing decision making and streamlining processes to meet investor needs across private debt, private equity, and other alternative asset classes.