

CASE STUDY

Improved performance with Advisor Network Solution for an Asset Management Firm



Banking & Financial Services

The Client

The client provides investment processing, fund processing, and investment management business outsourcing solutions to the financial services industry. The company operates in different market segments including private banks, investment advisors, enterprises, and money managers among others.

Business Need

The application was a single-window, browser-based application for clients of IAG (Investment Advisory Group) and RIA (Resident Investment Advisors) that provides information on their customers, such as transaction information, fund data, holding data, performance reports, statements, client news, market news, proposals and sales and marketing data.

Business Challenges

To introduce major enhancements in client's existing application that was used to view the advisory information. Issues faced by client with respect to its existing application were several.

- There was no single window for advisors to access information for their investors
- No proposal generation system was available for advisors to get new prospective clients.
- There was no system available to provide access to different forms (e.g. tax forms, investment forms, etc.) in one central place.

Business Solution

The application was a single-window, browser-based application for clients of IAG (Investment Advisory Group) and RIA (Resident Investment Advisors) that provides information on their customers, such as transaction information, fund data, holding data, performance reports, statements, client news, market news, proposals and sales and marketing data.

- NIIT Technologies implemented User Interface Enhancements and provided a complete facelift of client's existing application on user experience. This was achieved using AJAX (Asynchronous JavaScript and XML) that enabled refreshing only selective areas of the pages without the need to submit the entire page for each request.
- NIIT Technologies introduced a multifactor authentication in the application.
- NIIT Technologies also provided maintenance and support for the application.

Business Benefits

- The solution improved the application's usability and performance through AJAX implementation that facilitated day-to-day operation of advisors and client's internal users.
- In accordance with the Federal Financial Institutions Examination Council (FFIEC) compliance, the application was enabled with enhanced security through multifactor authentication on internet banking sites.

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