

Global Asset & Wealth Management

Benchmarking the cost of Asset & Wealth Management Technology & Operations



AWM Technology & Operations Diagnostic

ABOUT US

Expand Research, a company of the Boston Consulting Group, offers Technology & Operations leaders in the Asset and Wealth Management industry market insights that identify actionable opportunities and support key decision making. For over 15 years, Expand has utilized cost drivers and business KPI's to analyze budgets, resourcing strategies, and operating models, emerging as an industry leader in detailed, syndicated diagnostics.

Expand Value Proposition - Deep insights to future-proof your business



Reduce & re-align costs

- Full TCO view of cost base
- Identify areas for cost reduction
- Highlight opportunities for investment



Drive capability & effectiveness

- Market-leading internal quality & effectiveness KPI tracking
- Address weaknesses in the value chain
- More effectively support the overall business objectives



Competitive intelligence

- Gain insight into emerging strategies and industry trends
- Strengthen transformations with access to community/industry leaders
- Understand underlying drivers through qualitative metrics



Long-term strategic planning

- Inform and define short, medium and long term IT targets
- Set a new path on operating model or strategy
- Pivot the business to a more tech enabled organization

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AWM Technology & Operations Diagnostic

Product - Diagnostic capabilities

Key cost drivers across Tech & Ops spend

The Technology & Operations Benchmark Diagnostic offers a comprehensive understanding of key cost drivers compared to a business metric scaled benchmark. Further granularity is provided by function and cost type.

Custom modelling

Expand can focus its analysis into any specific areas of interest at the client's request, such as the impact of scaling up AuM on the IT and Operations cost base.

Effectiveness metrics & digital maturity

IT performance metrics and operational quality KPIs drive insight on the quality of service achieved, providing vital context to the spend analysis. Expand's digital maturity assessment gauges automation, process digitization, investment and culture vs. peers.

Human capital strategies

Location footprint, contract types and cost per head are analyzed to help firms identify gaps in their resourcing strategies

Why Expand? Understanding what we do and how we do it

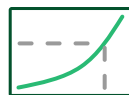
Unique approach to data normalization



Raw data extracts collected from MIS

- Minimizes time requirement
- Removes burden of data templates for participants and improves accuracy

Expand's rescaled benchmark approach



With Expand's proprietary benchmark methodology, peer averages are rescaled using relevant business metrics to account for firm size and scale

Granular market insight delivering relevant context



Provide context to quantitative analysis through qualitative interviews with key SMEs

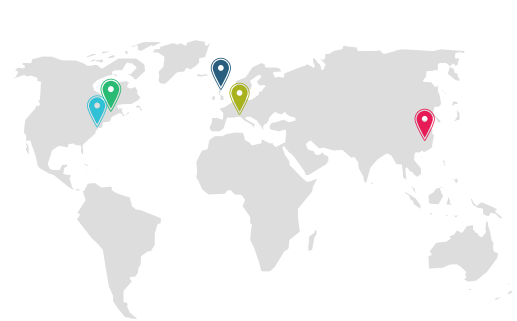
Custom analysis to answer your specific questions



Expand provides valuable actionable insight tailored to the participant firm embedded throughout the final report

Expand facilitates numerous industry roundtables and forums to supplement the benchmark study

Real-World Use Cases



Asset manager leveraged Operations benchmark to set cost savings target for 3-year plan



Wealth manager identified IT spend deltas across functions to isolate areas for higher investment in next budgeting cycle



Wealth manager doubled IT investment into advisor workstation after seeing project spend lag behind peers for multiple years



Asset manager slowed FTE reduction plans based on benchmark movement