



### Introduction

Our customer, a leading **global asset management** company, manages both private and corporate clients with funds exceeding £110 billion. As such, it is **critical** that they have an **efficient fee billing system**. Due to the **complexities** and **diversities** of the fees charged our customer decided to create an in-house bespoke **fee management system** to cater for their requirements, to replace the manual practices that were previously utilised. A full business analysis was undertaken and in due course a Management Fees system was created which in addition to providing an **automated process** of calculating and producing invoices, **fully integrated** with existing systems (for example valuation and accounting systems).

### The Challenge

Our customer manages a range of investments for high value clients and it is vital that fees are calculated correctly and invoices sent out promptly. Additionally, different departments employ diverse fee structures, for example rebating or exempting unit trusts. Therefore, the training had to be tailored per department ensuring that all fee structures were incorporated, and the significance of maintaining system standing data was highlighted.

An additional challenge was provided by the fact that Management Fees integrated with other systems and therefore training had to incorporate the relevant aspects of these systems.



### The Solution

Contrast Training was involved in the Management Fees project from inception through to implementation and beyond. Working alongside business analysts, IT developers and key business personnel, Contrast Training played a key role within the project lifecycle. Our integration within the project team ensured that we were involved in the different levels of analysis and testing and were able to see software changes as they were introduced.

Tailored courses were provided for different business areas, together with supporting documentation incorporating the diverse business practices. Quick reference guides together with a full reference manual provided users with a comprehensive range of documentation. Post course support was provided with both floorwalking and telephone support.

### The Result

The **successful implementation** of the Management Fees system resulted in the production of our customer's fees in a **streamlined** and **efficient** process, using a **fully functional** automated system.

Contrast Training was key to this success. Our training programme ensured that users were **confident** utilising the new software as well as being aware of the necessity to maintain the core information.