

# **Our Calastone Journey**

## **Netwealth Investments**



**Al Densley**  
**General Manager – Operations, Netwealth**

October 2017

# Disclaimer:

The views expressed in this presentation are those of the author and presenter and do not necessarily reflect those of Netwealth Investments Limited's. It is a general summary only and contains opinions on public available information and services. It is not advice nor an endorsement of any product or service.

Netwealth Investments Limited (Netwealth) who is a provider of superannuation and investment products and services, and information contained within this presentation about Netwealth's services is of a general nature which does not take into account your individual objectives, financial situation or needs. Any person considering a financial product or service from Netwealth should obtain the relevant disclosure document at [www.netwealth.com.au](http://www.netwealth.com.au) and consider consulting a financial adviser before making a decision before deciding whether to acquire, dispose of, or to continue to hold, an investment in any Netwealth product.

**Netwealth is a provider of savings,  
retirement administration and  
technology services supporting  
financial intermediaries to efficiently  
manage their clients' wealth**

# Netwealth at a glance



**54k+**

Netwealth  
account holders



**A\$14.3bn**

FUM



**2,100+**

Advisers using  
the platform



**240+**

Netwealth  
staff members

Figures as at 30 June 2017

- ➡ Award-winning scalable technology
- ➡ FUM growth in excess of 20% year on year since 2013
- ➡ Rated #1 for customer service and technology by our customers

# The foundations of our success

## Our purpose

To inspire people to see wealth differently and discover a brighter future.

See Wealth Differently



## Our values

- + Curious
- + Optimistic
- + Collaborative
- + Agile
- + Genuine
- + Courageous

## Our strategy



Best-in-class technology  
Market leading, home grown platform  
agile and tailored to client needs



Best-in-class service  
Award winning, nimble and highly  
responsive – ‘we make our clients  
look good’

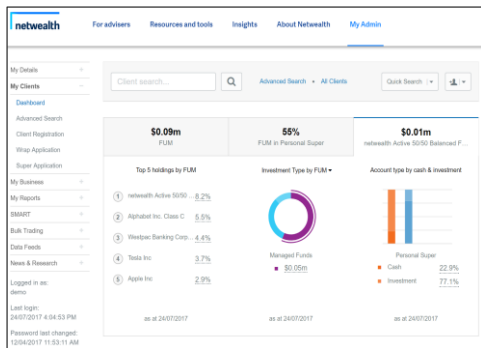


Delivery of insights  
Provide deep insights to our clients  
and spot change that matters

# Key features of the platform

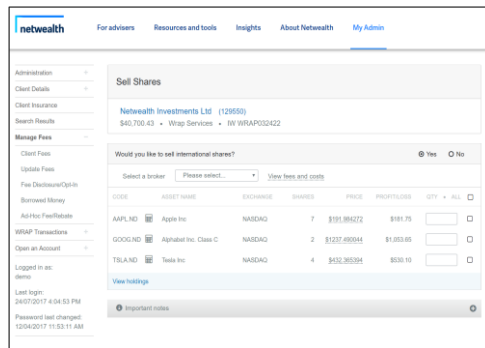
## Market leading portal

- Rated No.1 for functionality
- Intuitive design and useability
- Quick access to information
- Sophisticated portfolio tools
- In depth business and client reporting



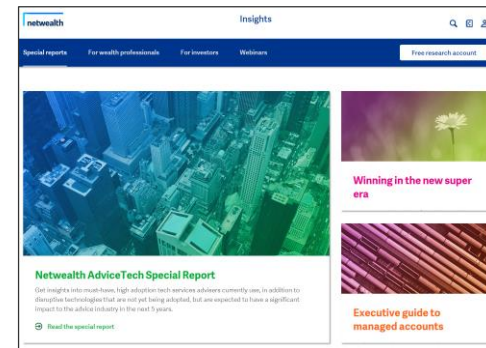
## Innovative transactional capability

- Online domestic & International trading
- Online fund switching
- Sophisticated rebalancing technology (SMART)
- Range of automated account and cash settings



## Research and insights

- Engaging investor and adviser insights
- Articles, webinars and white papers
- Wide range of investment research
- Managed funds and equities



# Netwealth's Calastone journey

- Calastone recognised the inefficiencies within the industry
- We were approached in 2011 to be involved in a pilot group
- We were 'agile', 'curious' and well-positioned to support Calastone's innovations
- We did not have transaction volume to influence other (bigger) players in the industry
- But we had the ability to move quickly and play our part in a successful pilot group
- Calastone valued our support in embracing the technology, and telling others about it



# Netwealth's Calastone journey

- Initial focus was automating managed funds instructions – the experience was overwhelmingly positive
- Calastone has fundamentally changed the way we work
- Calastone's flexible technology enabled us to achieve quick wins through their EMS portal
- Once the industry gained momentum (and reached the 'tipping point') we seamlessly implemented an STP solution
- Our product features focus a heavy (and growing) use of managed funds – because of Calastone, we can absorb growth effortlessly



**“The quality of service we’ve been able to maintain as we’ve grown would simply not be possible without Calastone”**

– Netwealth’s Head of Custody



# Netwealth's Calastone journey

## Managed Fund orders/confirmations

- We've achieved significant scalability, a vast reduction in manual effort and a vast improvement in service levels
- The reliability of the service has been exceptional

Our Settlements staff say:

"I no longer get calls from advisers and clients chasing outstanding orders. Information is now so transparent, I can't imagine life without Calastone"

## In-specie transfers ('re-registrations')

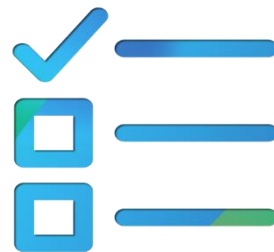
- In-specie transfers are a major source of funds flow for us
- Paper-based transfers are incredibly inefficient (<8 weeks)
- Again, Netwealth is a pilot group participant to automate this process
- We believe in the objective and will play our part in changing behaviours

Our Transitions staff exclaim:

"This is a Calastone transfer - awesome!"

## Reconciliations/distribution tax statements

- EOM reconciliation files and end of year distribution statements delivered electronically in a standard format
- Provides us with further STP opportunities

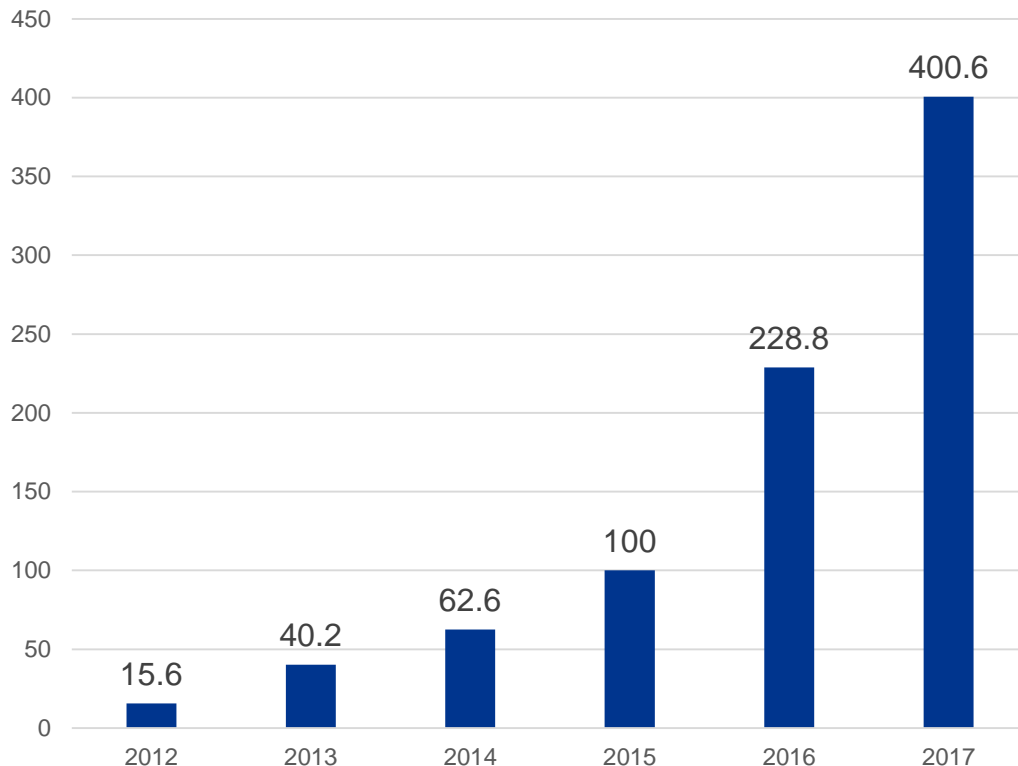


# Netwealth's Calastone journey

## Conclusions

- Calastone and Netwealth are well-aligned in challenging the way work is done and seeking automation
- Calastone's flexible and proven technology meant it was a low-risk opportunity
- Calastone provided outstanding vendor support at all stages (specifications, testing facilities, technical support)
- Netwealth will continue to support new initiatives for the greater good, even where benefits may take time to be realised

Average no. of Calastone orders each day



**Thank you.**