



PARTNERING WITH SUPPLIERVISION TO FURTHER ENHANCE OVERSIGHT OF THIRD PARTIES AND SUPPLIERS

CASE STUDY

Link Fund Solutions is a market-leading service provider of administrative, regulatory and support services to investment funds, supporting over £166bn of fund assets under management or administration across Europe.

Why Link Fund Solutions needed a supplier management solution:

Link Fund Solutions has a strategy to invest in leading technology to maximise the quality of service provided to clients and partners. As a regulated entity, Link Fund Solutions conducts oversight of the funds it administers and the delegated managers and suppliers it appoints. Technology investment in this area was seen to have the potential to realise efficiencies and reduce costs, as well as being a way to improve the structure of oversight data to enhance internal and external reporting. Link Fund Solutions partnered with Knadel Software Solutions to deploy SupplierVision as a solution to realise these benefits.

Benefits of using SupplierVision:

SupplierVision is a cloud-based application, which meant that Link Fund Solutions could deploy the system quickly without the need to invest in additional technology infrastructure. By supporting the oversight of funds, delegated managers and suppliers, Link Fund Solutions can perform all oversight activities across Europe on a single solution, removing the need for multiple applications and in so doing reduce duplication and integration challenges.

SupplierVision's comprehensive functionality supports the automated rollout of governance oversight frameworks across Link Fund Solutions' business:

- The workflow in the system provides efficiencies through the allocation and tracking of oversight activities, alerting teams when activities need to be performed or are overdue;
- The system integrates with email communications allowing notifications of oversight information like queries to be automatically updated in the system;
- Then, with all oversight activities performed on a single solution, Link Fund Solutions can efficiently produce insightful management information and reports, which can be scheduled and distributed automatically.

The implementation:

Link Fund Solutions and the SupplierVision team worked collaboratively on the deployment of the solution. The Operational Oversight team at Link Fund Solutions had a clear vision of the benefits they wanted to achieve and had an existing robust governance framework that they wanted to deploy more efficiently. Both teams worked together to create and configure a pilot of the system, which quickly demonstrated that the benefits envisaged could be achieved. The joint team then set about a process of introducing the solution to all stakeholders and began training end users on how the system would support them in fulfilling their oversight obligations. Once all parties were happy with the new working model, Link Fund Solutions began switching to the new method of working using SupplierVision.



The implementation of SupplierVision allows us to identify all third parties we appoint in one central system and enables us to apply and evidence that the correct level of oversight is completed for each third party across all our European locations. Further efficiencies will come with the ability to produce management information at the click of a button which can then be emailed automatically to relevant stakeholders.

**Christian Akrigg, Head of Third Party Monitoring,
Link Fund Solutions**

As a leading provider of governance and oversight solutions we welcome the opportunity to work with Link Fund Solutions. We are delighted that we have been able to demonstrate in a short space of time how SupplierVision can add value to and complement their extensive and complex oversight model.

**Dean Lumer, Managing Director,
Knadel Software Solutions**

Link Fund Solutions is a market-leading provider of services to funds across Europe and we are constantly looking at ways to enhance our offering through the effective use of technology. As our business continues to grow it becomes more complex, and we identified SupplierVision as a platform that can help us deliver a consistent approach to our governance and oversight responsibilities across Europe. While we already had extensive arrangements in place, SupplierVision makes it easier for us to track and report on progress across a broad range of measures.

**Gordon Thomson, Head of Operational Oversight,
Link Fund Solutions**

**Get in touch to find out more
about Link Fund Solutions:**

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