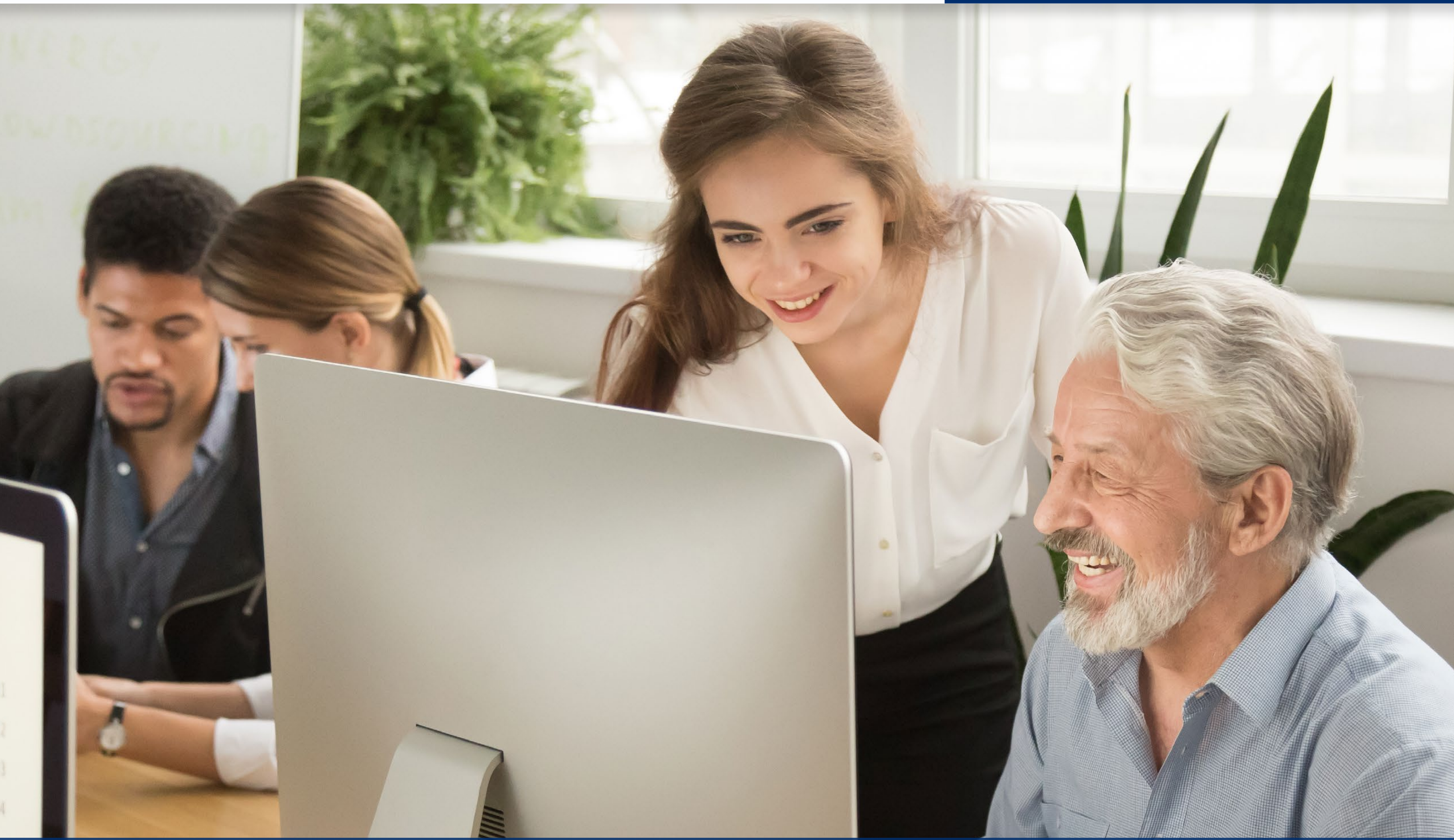
BACKSTOP SOLUTIONS®

backstopsolutions.com

SOLUTION BRIEF



PRODUCTIVITY SOLUTIONS FOR **FAMILY OFFICES**

Robust investment management software supporting the full investment lifecycle for single- and multifamily offices in one integrated, easy-to-use platform.

Every MINUTE matters.®

SOLUTION BRIEF | *Productivity Solutions for Family Offices*

▶ CHALLENGES

- Siloed data that inhibits the collection, organization, and analysis of information from multiple sources
- Lack of transparency and analytics, preventing a broad and deep view of investments, relationships, portfolios, and performance
- Inefficiencies resulting from working in multiple systems to support investment management processes
- Loss of knowledge within the family office when a person retires or exits the organization
- CFOs of Family Office Accounting teams struggle to respond to questions about fees, returns, and attribution

▶ PROVEN RESULTS

- Make all organizational, process, and investment data instantly accessible via a searchable central repository
- Perform analytics and generate reports on portfolios, performance, investments, managers, and more to enable agile decision-making
- Increase investment team efficiency and productivity with robust portfolio, research, deal, and liquidity management capabilities all in one platform
- Facilitate leadership continuity by capturing institutional knowledge
- Access accurate and consistent accounting, performance, and attribution data for all asset classes in one place

THE CHALLENGE

In a family office – whether large or small – the Chief Investment Officer (CIO) has a straightforward charter: safeguarding and growing wealth. The investment team works unceasingly to vet, select, review, monitor, and manage assets and investments to generate attractive returns. Creating a healthy diversified portfolio involves balancing risk, volatility, and cost very carefully. This balancing act is made vastly more difficult when the CIO and investment team lack a holistic view of investor relationships, complex portfolios, fund performance, investment calculations, and manager interactions.

Transparency and visibility are frequently deficient because data is housed in multiple incompatible systems. Access to data and the ability to work with data can be limited, impacting process efficiencies, hindering decision-making, and – ultimately – affecting investor satisfaction. For example, the CIO may not have on-demand access to reports that provide multi-dimensional views of entities or a holistic analysis of their factor exposures. In today's complicated and fast-paced investment world, this is an untenable position.

> **"We used to have to access three, four, or even five different systems to piece together an answer that we needed. Many times, our team members could not even access those systems directly and therefore had to rely on back office personnel to gather the necessary data. Now, our investment team members can go to one system and easily and instantly get the information they need to do their work."**
>
> **– Eric Johnson, Chairman of the Board and Chief Financial Officer, The Hillman Company**

OUR SOLUTIONS

Backstop Solutions, an award-winning data and technology provider, delivers the infrastructure and investment platform family office CIOs need to achieve operational excellence and meet long-term objectives. By providing a central repository for all organizational, process, and investment data, Backstop supplies complete transparency and visibility anywhere and anytime, and ensures the continuity of institutional knowledge. Robust capabilities streamline portfolio, research, deal, and liquidity management. This strengthens the investment team's ability to manage multi-asset

class investments, investor relationships, and portfolio performance, as well as conduct due diligence on existing and potential managers. Configurable report-building capabilities allow both qualitative and quantitative data to be combined and visualized to support agile decision-making. Overall, our scalable, tightly-integrated software solution enables the CIO and investment team to increase their efficiency, provide clarity to family members, and continue to manage and grow assets for the future.

RESEARCH MANAGEMENT

Backstop is an indispensable resource for conducting due diligence and research on prospective multi-asset class investments for family offices.

- Monitor and report on qualitative and quantitative data points for monthly, quarterly, and annual due diligence
- Configure custom data fields throughout Backstop to re-create annual reviews, manager scoring fields, and due diligence questionnaires
- Run up-to-date analysis on monthly fund performance with index database feeds from our **Data Providers** or other sources
- Convert email attachments to searchable, reportable documents with Backstop's Outlook® Add-In

DEAL MANAGEMENT

More and more often, single-family and multi-family offices are making investments into private portfolio companies either through co-investment or direct investment vehicles. Backstop combines data, document, reporting, and pipeline tools to institutionalize the investment process for family offices.

- Monitor the progress of investment opportunities through the pipeline
- Allow the system to generate and track action items
- Ensure the collection of all data points required to inform the investment decision
- Run analytics to understand which deal sources are most productive.

PORTFOLIO MANAGEMENT

Backstop's powerful web-based software is the ideal portfolio management software for family offices. Our reporting capability powers reports on individual family member portfolios as well as pooled portfolio investments.

- Keep track of subscriptions and redemptions across portfolios and in multiple currencies
- Track both liquid and illiquid investments with Backstop's Private Equity Module
- Analyze manager and portfolio level performance
- Compare risk metrics against industry benchmarks and custom peer groups
- Build portfolio and reallocation scenarios with Backstop's Portfolio Planning Module

LIQUIDITY MANAGEMENT

Backstop's sophisticated liquidity reporting tools handle even the most complex terms to provide clear insight into the family office portfolio.

- Track lockups, notification, and redemption dates, and apply gates and holdbacks with an interactive liquidity calendar
- Run liquidity scenario reports to analyze different liquidity considerations based on manager strategy types and exposures
- Easily break down and report on the most complex liquidity configurations with Backstop's Advanced Liquidity Module

INTELLX DOCUMENTS AND TRANSACTIONS

Backstop IntellX Documents streamlines due diligence by automatically searching for and downloading fund documents and data from email and web portal sources. Using robust machine learning capabilities and sophisticated classification methods, documents are dynamically classified, tagged, translated, and filed in the Backstop platform. Backstop IntellX Transactions then loads current balances and cashflows and uses powerful calculation and reporting engines to transactions in real time.

- Eliminate low-value tasks associated with due diligence documentation
- Avoid critical information and events being overlooked
- Enhance data accuracy, quality, and timeliness
- Generate up-to-date portfolio analyses on demand
- Make documents and information accessible to anyone within the organization
- Ensure that transactions are identified, processed, and reconciled quickly and accurately

ACCOUNTING

Accounting teams are often called upon by family members to instantly consolidate or disaggregate views for nested entities and other complex ownership structures, provide immediate look-through analysis, or respond to questions about fees, returns, and attribution. Backstop's Accounting Platform establishes a single source of truth for mixed portfolios – streamlining accounting processes and mitigating operational, fiduciary, and investment risks.

- Access accurate and consistent accounting, performance, and attribution data for all asset classes in one place
- Manage both partnership and portfolio activity across complex entity structures
- Centralize information, eliminate redundancies, and create comparative reporting
- Leverage best practices in multi-asset class, multi-currency partnership, and portfolio accounting
- Scale operations seamlessly with a platform tailored to your specific firm

WORLD-CLASS IMPLEMENTATION, SUPPORT & KNOWLEDGE MANAGEMENT

Support at Backstop is more than a call center. Our expert in-house team works hard to build relationships with our clients, enabling us to grow with your needs and aid you in meeting your business goals. Product training begins at implementation, when new users are assigned a Backstop Project Manager who will serve as your team's primary contact and guide you through all phases of implementation, assisting with any questions you have throughout the implementation process. In addition, you'll receive a relationship manager, access to our knowledge management team, and much more.

- Industry-specific expertise
- Free training
- Focus on client success
- Community development — annual user conference Backstop Beyond

BACKSTOP

EVERY MINUTE MATTERS®

SOLUTION BRIEF | *Productivity Solutions for Family Offices*

WHY BACKSTOP SOLUTIONS?

For more than 15 years, family offices have placed their trust in Backstop Solutions to capitalize on our extensive experience. We help our clients in the institutional investment industry to maximize their time by removing barriers in their everyday work. From consistent communication to highly personalized customer service, the belief that our clients are our partners is at the heart of everything we do at Backstop. Our software and services are designed with one goal in mind: to help you run your business more efficiently. Our credentials include:

- Over 800 global clients.
- Purpose-built for family offices.
- An experienced professional services group that brings together best practices gained from 13,500 hours per year of implementation experience.
- Cloud-based platform enhanced every two weeks.
- World-class customer service and support steeped in the institutional investment industry.

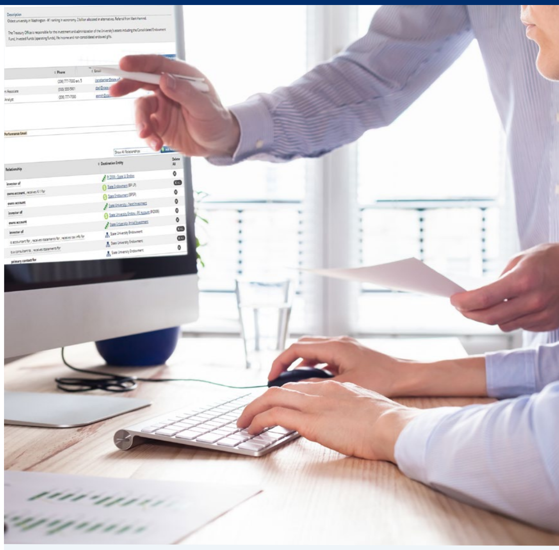
We are looking forward to helping you create a strong infrastructure that will support the evolving goals of your high-performance business. We want to make sure you are getting the most out of your investment, beginning at implementation, and extending through ongoing development and on-demand support.

LET'S GET STARTED

At Backstop Solutions, we help you succeed by operating efficiently, investing intelligently, and communicating effectively. Backstop Solutions has more than a decade of experience supporting venture capital firms. We understand the everyday challenges you face, and we speak your language.

Get started by contacting Backstop Solutions today at

backstopsolutions.com/contact or call us at +1 312 277-7701.



BACKSTOP SOLUTIONS®

ABOUT BACKSTOP SOLUTIONS

At Backstop, we exist to help people make the very most of their time. While some would simply say that time is money, we believe it's bigger than that. To us, time is energy. Time is motivation. Time is success. It's our mission at Backstop to help people use time to its fullest potential in their work, their relationships, and their experiences. We believe that for us and for every one of our clients, every minute matters.

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