

Faster, Smarter, Efficient: Leveraging
technology to scale your business



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Agenda and Learning outcomes

By knowing the key-drivers of practice efficiencies and how to best utilise these, you will better understand:

1. How to streamline your advice process through technology in 2024.
2. What the effects of QAR will be on your practice's efficiencies.
3. Navigating ways, you can leverage technology to scale your practice.

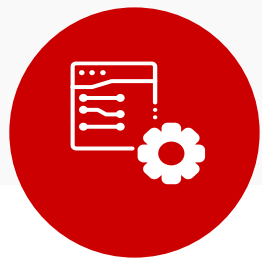


The Current State of Play?

- **Adviser Decline** - Decreasing number of actual advisers.
- **Market Conditions** - Clients have felt the pain of inflation and a looming potential recession in 2024.
- **Demand** - The need for advice has never been greater.
- **Business Growth** - Practices are trying to find ways to increase client base while improving margins.



Defining practice efficiency



Technology

Utilizing technology to streamline advice process



Data

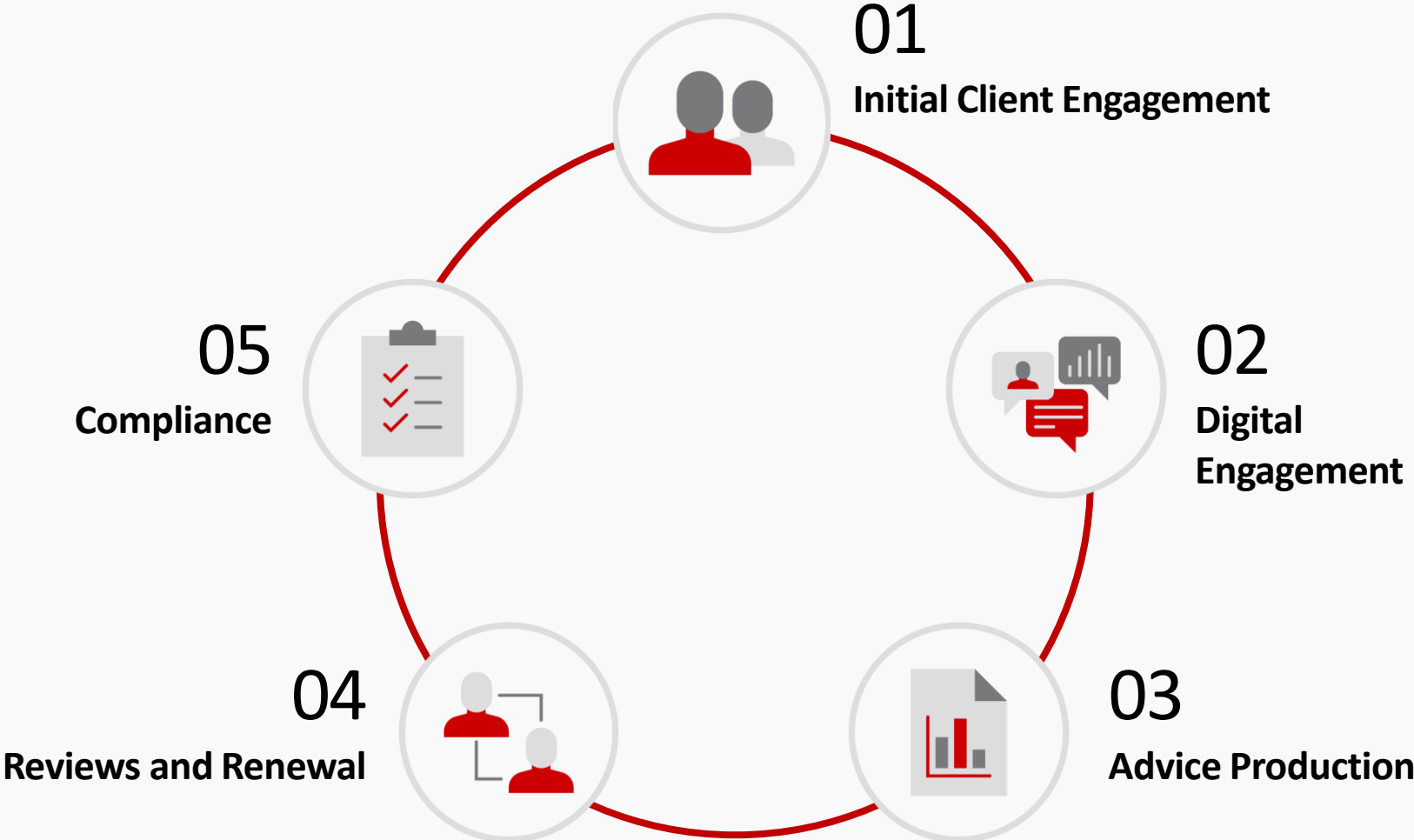
Having control over and oversight of your data.



Workflow

Clearly defined roles and responsibilities that follow streamline workflow

How to streamline advice process through technology



Initial client engagement



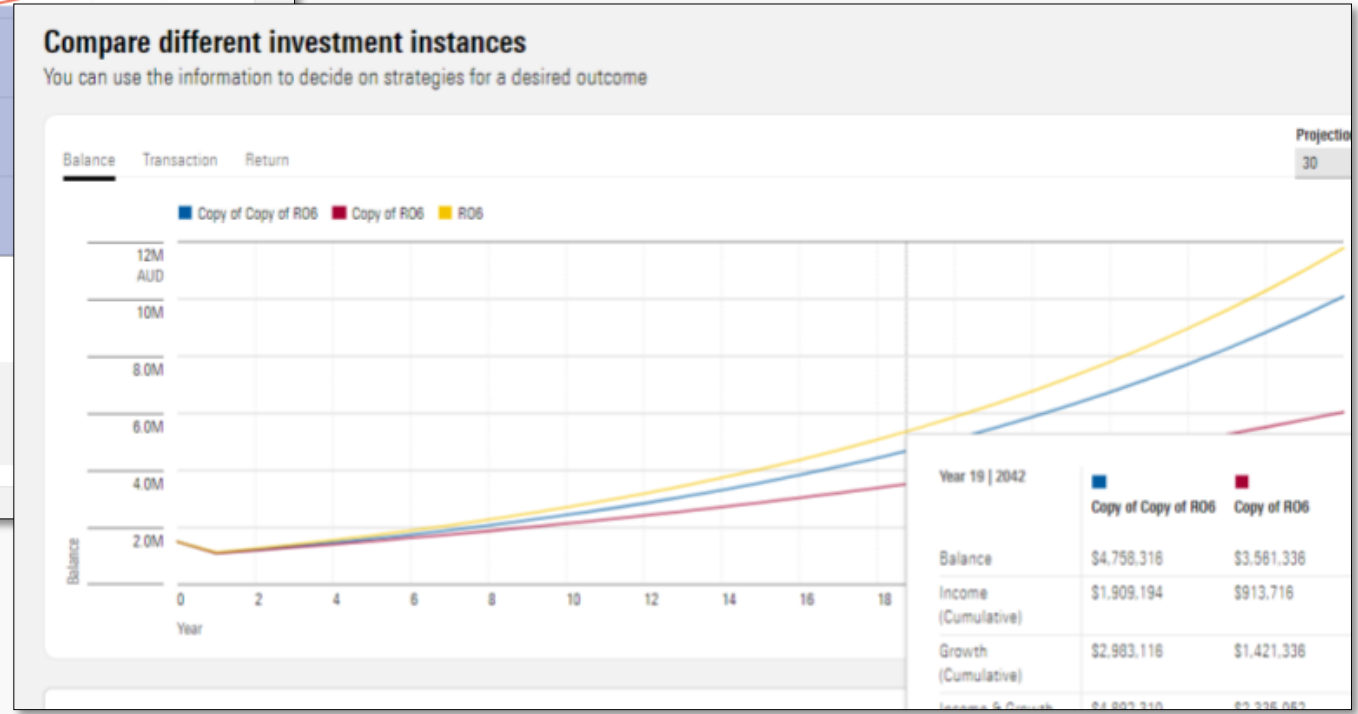
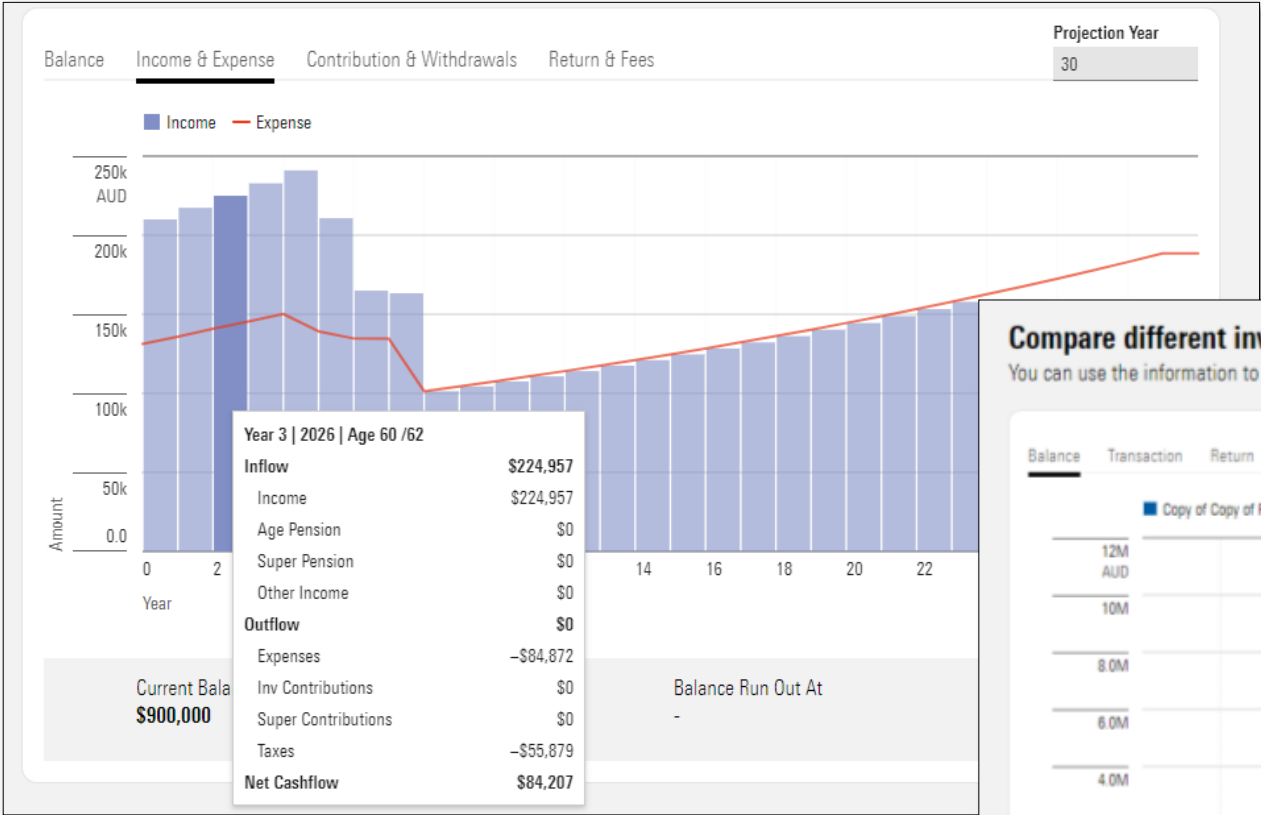
What is your **clients experience** when they first deal with your practice?

Initial client engagement

Ways to improve this:

- 01 Use online booking tools
- 02 Digital Fact Find
- 03 Leverage DataLogic
- 04 Use SMS Reminders

Digital engagement

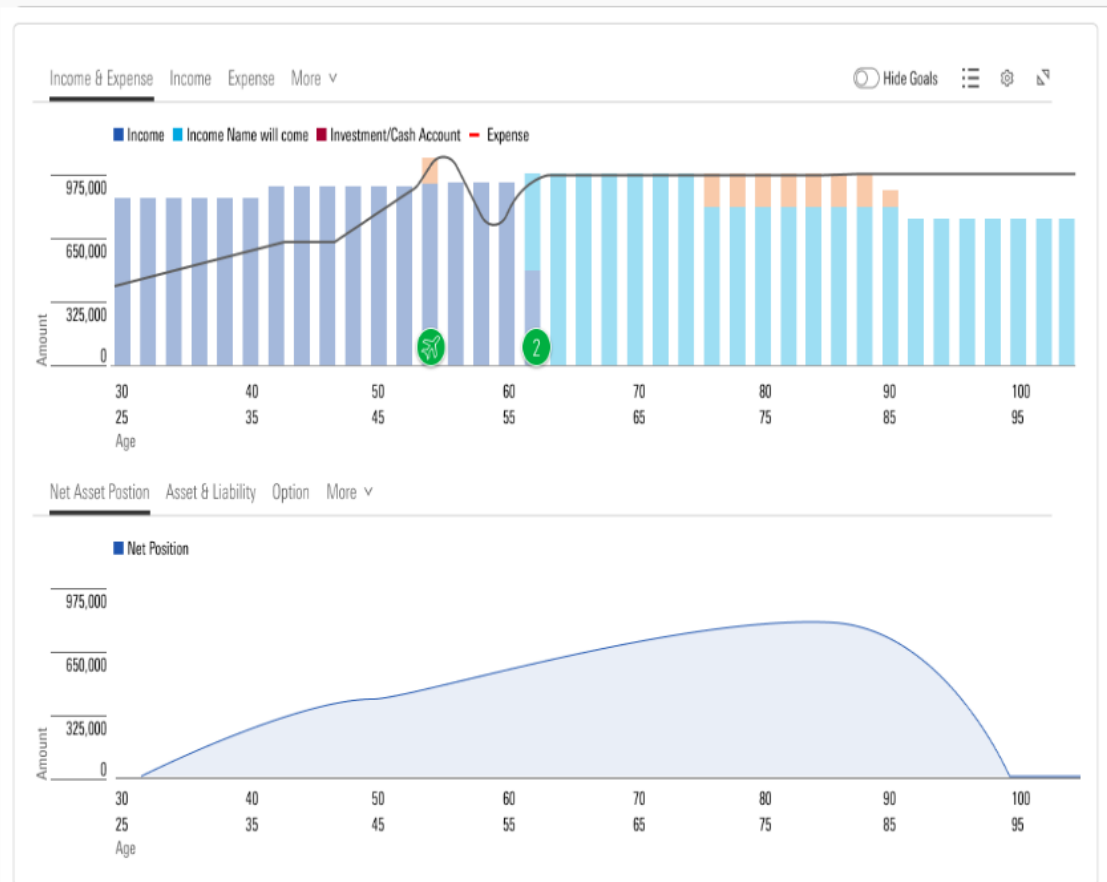


Show the value of your advice sooner!

Holistic modelling

Investment details

Sub heading

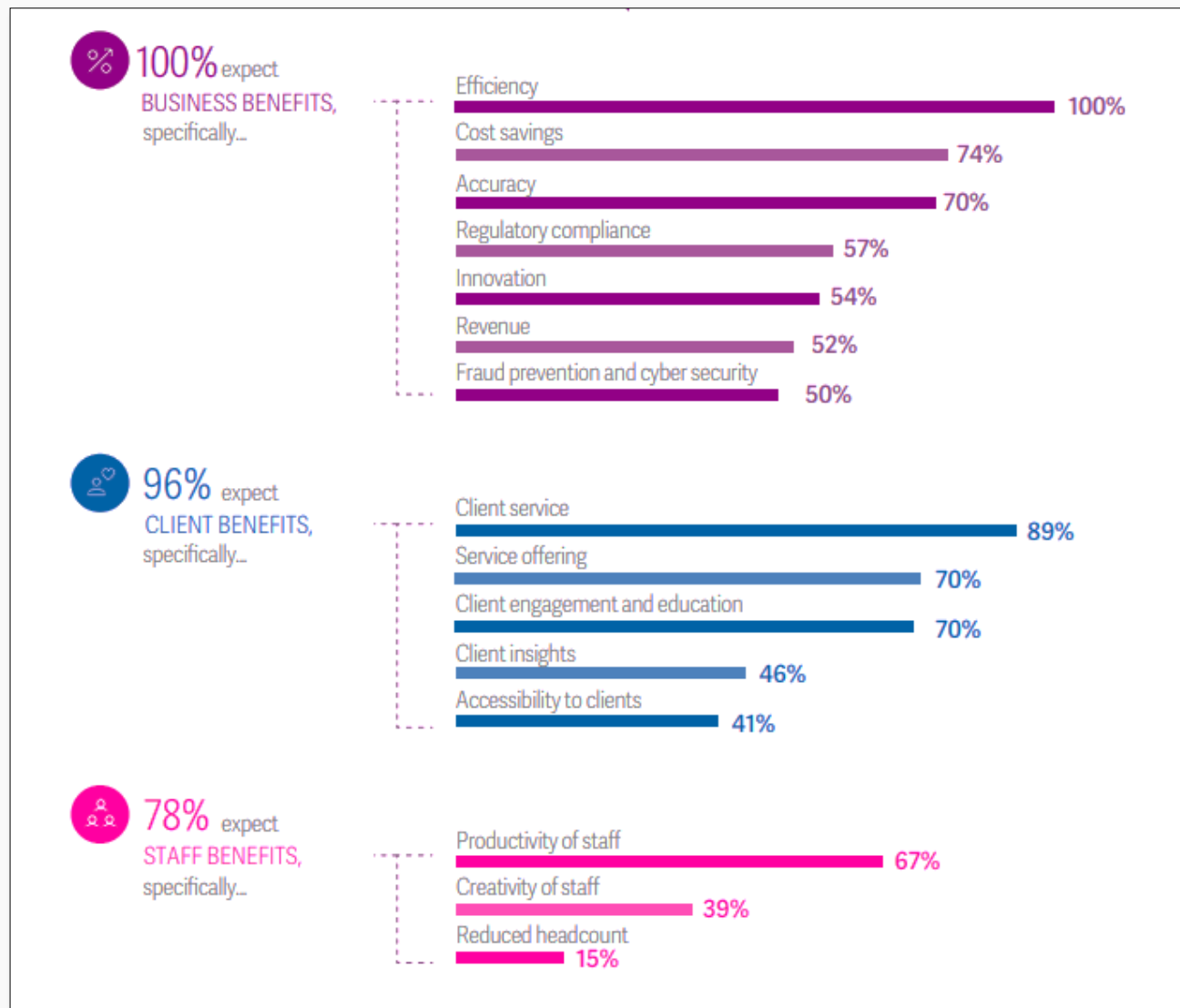


- Leverage Fact Find data to confirm current position
- Review & Confirm Goals and Objectives
- Formulate Recommendations
- Evaluate/compare overall position
- Seamless Advice Generation

Digital Engagement - AI

Practices have increased interest in adopting AI in the next two – five years for key benefits of:

- Efficiency
- Cost Savings
- Improved Accuracy
- Client Service
- Staff Productivity



Digital engagement – AI



Question 1 - What are the ways to improve your initial client engagement?

- A. Use online booking tools; Digital Fact Find; Leverage DataLogic, Use SMS Reminders**
- B. Digital Fact Find; Use Email Reminders, Use online booking tools; Leverage DataLogic**
- C. Use SMS Reminders; AI technology; Leverage DataLogic; Use online booking tools**

Reviews and renewal

- CRM capture of review dates
- Leverage widgets and reporting
- CRM datafeeds for updated portfolio data
- Fixed Term Agreements with Revex fee upload.
- Using document vault and digital signatures.



Business insights

Home

Date: 1/01/2022 - 31/12/2024

Segment: All

Adviser: All

Subfund Name: All

Client Segments

Segment	#Group	Average of Age	Total Wealth FUA	Gross	Average of Gross	Net	Average of Net
1	4267	57.69	1,524,236,700.55	17,962,199.59	94.79	16,329,240.25	86.17
2	180	57.82	22,610,044.54	709,115.96	102.64	644,649.74	93.31
3	60	71.83	19,278,002.09	153,458.71	168.27	139,507.61	152.97
4	1	82.00	21,446.74	630.79	19,497.04	573.44	573.44
5	10	69.00	20,292.28	87.85	18,447.49	79.86	79.86
6	22	70.60	117,158.07	329.10	106,507.33	299.18	299.18
7	84	63.91	1,955,437.89	347,606.30	191.41	316,005.52	174.01
A	86	49.49	1,091,533.03	144,968.28	46.60	131,788.35	42.36
A	420	67.29	541,218,771.84	3,386,558.21	350.32	3,078,685.03	318.47
Total	27940	60.63	13,647,845,164.02	109,786,592.83	119.87	99,805,847.74	108.97

Gross and Average of Gross by Segment

Average Revenue Per Client Group by Year

Average of Age by Segment

Average Revenue Per Adviser by Year and Month

Total Wealth FUA and Average of Total Wealth FUA by Segment

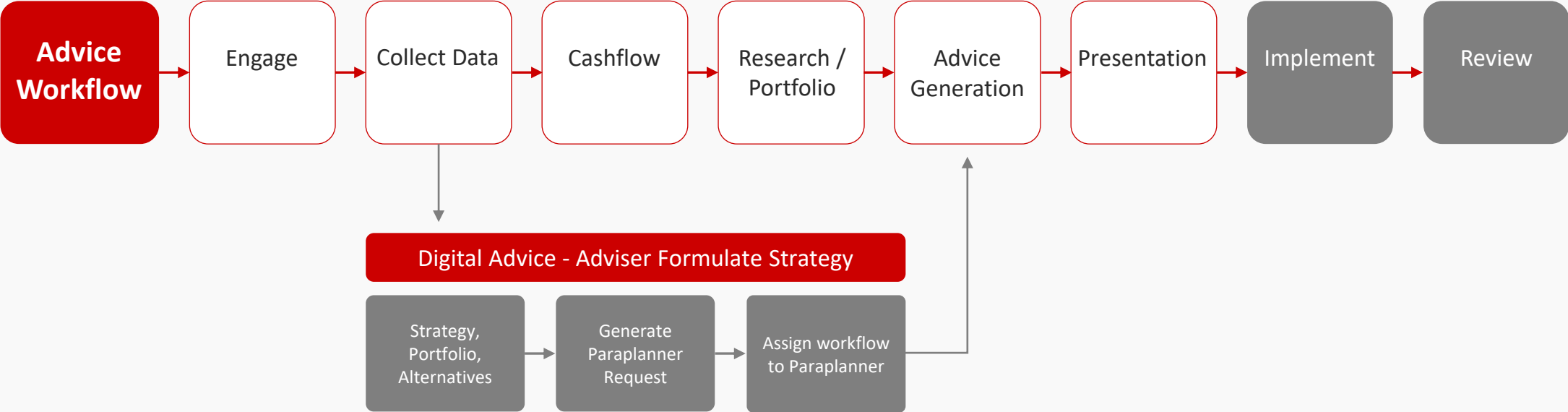
Gross revenue per month vs same period last year

Gross by Adviser

Top 5 Gross by Provider

Gross by RevenueType

Workflow design



Question 2 - How do we define practice efficiency?

A. Technology; AI; Email

B. Data; Payment; Technology

C. Technology; Data; Workflow



What are the effects of QAR on practice efficiency?

- Cutting red tape: Modernised best interests' duty.
- Simplified 'advice records' for more affordable advice.
- Streamlined ongoing fee renewal and consent – efficient review process
- Overall reduce Cost to Serve!
- Effective technology and processes are critical to ensure success

How to keep up with the pack



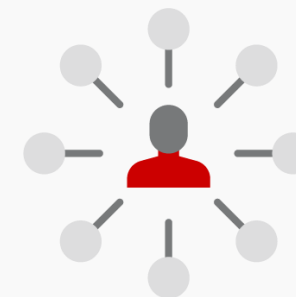
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**Question 3 - We think demand for advice has been greater than ever.
True or False?**

A. True

B. False

Questions

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Thank You