

## A 40 per cent cut in middle-office inefficiency

A European fund-administration platform owned by private equity, re-architected across its institutional value chain  
Makers of New · case 03 · work led by the founder before the firm was founded

### ◆ THE CONTEXT

A leading European fund-administration platform under private-equity ownership. The owners wanted a global transformation function and a structural view of where the value sat, process by process.

### ◆ THE STARTING POINT

| What was measured                      | At the start                                          |
|----------------------------------------|-------------------------------------------------------|
| Middle-office inefficiency             | The baseline the programme later cut by 40 per cent   |
| Onboarding, AML and KYC, due diligence | The three workflows the programme went on to automate |

### ◆ WHAT WE DID

**The read.** Structural value trees across the institutional value chain, so each process carried its cost, its owner and the term of value it moved.

**The build.** Automated client onboarding, AI-driven AML and KYC monitoring, and digital due-diligence workflows, each released against its business case.

**The run.** A global transformation function that kept the record of what each move delivered.

### ◆ THE RESULT

| Measure                    | Result                              | Source                     |
|----------------------------|-------------------------------------|----------------------------|
| Middle-office inefficiency | Down 40 per cent                    | As reported by the company |
| Top-line growth            | Accelerated into high single digits | As reported by the company |

### ◆ WHAT IT MEANS FOR A BUYER

A fund administrator that grows without adding middle-office headcount in step has a margin a buyer can underwrite, and a process a regulator can read.

*The client is anonymised at its own request. Figures are as reported by the company. Published with the other mandate memos at [makersofnew.com/value.html](https://makersofnew.com/value.html).*

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