

Quantios

Added value services boost productivity for Deltec.*

[Quantios.com](https://www.quantios.com)



*formally Ansbacher

The logo for Nassau, featuring a stylized white icon of a person or figure inside a dark circle, followed by the text "Nassau" in a white, sans-serif font.

Nassau





Spotlight on Deltec

Located in the Bahamas, Deltec Bank has been trusted for generations to exceed client expectations by anticipating their financial needs and providing avenues that can protect and grow their wealth.

Deltec foster relationships that are built on trust. Since 1957, the company has successfully provided unique long-term solutions that ensure asset protection and estate planning for future generations focussing exclusively on services for high net worth individuals and corporations.

Deltec has a team of over 80 multilingual professionals providing an exceptional service for more than 60 years, to multi-national clients in 75 countries, which is personalised and tailored to clients individual needs.

60+
years

75
countries

80
professionals

\$7B
managed assets

Key Benefits

Implementing 5Series has resulted in the following key benefits to Deltec:

6

months to deliver fully operable system, supported by Quantios

100+

workflows set up to support new and existing processes

24/7

support and assistance available from Quantios

In order to manage company growth and comply with industry regulations, Deltec implemented Quantios 5Series in October 2019, selecting the solution because of its extensive out-of-the-box functionality and additional customisation potential.

These features perfectly suited Deltec's highly personalised and tailored client service portfolio and would allow the company to introduce a workflow solution capable of scaling in complexity as the business expanded. In particular, Deltec were keen to implement an integrated solution with strict governance and control benefits, whilst also being highly flexible.

Audit Capabilities win out

At the time of evaluating asset management solutions, Deltec were preparing for a pre-IPO audit and needed to demonstrate compliant working practices for investment portfolios under management. They also needed to show investors that they had tight security controls in place to prevent data forgeries. A key benefit of 5Series is the system's rich audit history and security. Users cannot complete a transaction without the system generating a full audit trail.

Close Collaboration

From the outset, Quantios and Deltec worked closely together as an extended team, led on the client side by Deltec's Head of Digital and Innovation, Kelly Banks. Her role as project champion was pivotal in ensuring high levels of client engagement and ultimately, the project's timely completion. Kelly worked tirelessly to ensure those assigned to the project within Deltec were responding to the Quantios Teams requests quickly so that momentum could be maintained, without the 5Series implementation becoming a drain on their resources.

“Close interaction with the Quantios professional services team has been key to the delivery of this project. We quickly built up a good rapport, critical given the complexity of the implementation.”

Kelly Banks

Head of Digital and Innovation, Deltec Bank

“Reviewing results achieved from working closely with Quantios has demonstrated the high level of value their consultants bring to client projects.”

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“We worked extremely closely with the Quantios project team to realise the opportunity to bake real business value in from Day 1.”

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Head of Digital and Innovation, Deltec Bank

Starting on the right path

Prior to every project kick off, Quantios’s professional services team initiates a detailed planning phase, to ensure the implementation stage of the project can progress without obstacles and allow clients to accelerate their time to value. Helping clients to achieve the fastest possible return on investment is always a priority.

Quantios delivered 5Series Phase 1 as an out-of-the-box foundation upon which specific workflows could be built. These bespoke workflows included anti money laundering checks, client risk reviews and individual

sanctions checks on entities. “We advised Deltec on how best to implement 5Series in order to maximise the potential value of the system. In most cases, clients have a set of existing processes they adhere to but with Deltec, we had a clean sheet and were able to work together to devise the most appropriate workflow and processes, with input from both sides, for the client’s particular requirements.” says Jon Knight, Professional Services Manager at Quantios.

Maintaining scope

“The Professional Services team were full of good ideas for further customisation and also helped us to calculate the cost benefit of any scope changes so we could carefully evaluate the benefits of additional work. We followed Quantios’s advice closely and the results achieved demonstrate the high level of value their consultants bring to client projects,” says Kelly Banks.

Deltec used Quantios 5Series to capture, store and manage all the information relating to client entities – their companies, trusts and foundations. For each service provided, the software ensures the right data is captured within secure workflows, with predefined steps for each Client Manager to follow. This includes checking beneficial ownerships and generating risk ratings from which entities can be managed according to their risk profile.

“We are using Quantios as a shadow record-keeping system from an investments and accounting standpoint,” says Kelly Banks. Our legacy systems were heavily based on Excel spreadsheets, they required a lot of manual processes to maintain the information and there was very little control, with client data residing in multiple places. Now it’s all held within a single database and locked down.”

Deltec can also guarantee regulators that correct procedures are being followed at all times, since Quantios 5Series also automates the production of client documentation. For instance, AGM minutes and share certificates are immediately generated where appropriate. This eliminates any need to input client data into standard templates. Instead, the system will automatically pull through appropriate data into the correct certificate and generate a copy for record-keeping.

“When recording share information, a share certificate is automatically produced and recorded as issued, with a copy stored for compliance purposes,” says Kelly Banks. “A further benefit is the audit trail created - if someone chooses not to produce the correct documentation, there is a record of it not having been done.”

The final custom workflows produced by Quantios were achieved through an iterative, agile process, with a continuous cycle of user acceptance testing to ensure the right solutions were being delivered as quickly as possible. Part of Quantios agile implementation methodology includes full integration with Jira from within 5Series. This ensures swift technical issue resolution, centralised communication and a full audit trail of all service issues raised. “Quantios’s use of Jira means we have a proper tracking system for everything, which has helped us manage the work and makes it very easy to see what is outstanding and to monitor progress and problem resolution on both sides of the team.” adds Kelly Banks.

Training for a quick start

User training at Deltec involved Quantios conducting a combination of onsite training, together with remote, one to one training sessions to cover off specific questions and challenges. Users were also supported with an online Training Hub, containing product manuals, videos and resources. This self-service tool is accessible within Quantios 5Series and designed to support entry level as well as more advanced users, some of whom now have the skills to make system configuration changes too. In the case of Deltec, the Hub also contains ‘cheat sheets’ of custom workflows built specifically for their business.

Although Deltec are still in the early stages of using Quantios 5Series, the company has immediately noticed how easy it is to extract client data for reporting purposes. “Whilst Quantios were working onsite, we had audit requirements to comply with and even with the system still being implemented, Client Managers could immediately produce reports on all their entities, including associated risk levels. In the past we would have had to pull data together from multiple systems but we could do it very quickly with 5Series using the live data,” says Kelly Banks.

“Even during the initial implementation we were able to obtain live data around entities and risk levels that we would previously have needed multiple data sources to create.”

Kelly Banks

Head of Digital and Innovation, Deltec Bank

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Want to know
how 5Series
could help you?

Find out more

