



**Subsector:** Asset Management

**Job Family:** Asset Servicing

**Impact Level**

Today, this role is responsible for maintaining records of shareholder accounts, calculating and disbursing dividends, preparing shareholder account statements, tax statements and other shareholder notices.

High Impact

## Consolidated Activities

	Today	Future
<b>Shareholder Record Keeping</b>	Firms are looking for opportunities to streamline the record keeping system, allowing them to track the flow of shareholder financial/non-financial correspondences more effectively.	Blockchain could be able to record transactions while reducing risk. Digital technology will improve efficiency in account opening, documentation uploading and reporting.
<b>Transaction and Dividend Processing</b>	The process for dividend processing and information sharing can be onerous and manual. Many firms have already leveraged STP to streamline service delivery.	STP leveraging APIs and cloud technology to network data streams enables processing to be automated, assisting in identifying exceptions.
<b>Account Services and Inquiry Resolution</b>	Execution often involves the intervention of the call centre to be assisted by the respective agents. Asset servicing firms are gradually using solutions that enable real-time access to portals – allowing shareholders to view their account details and make transactions around the clock.	Chatbots are able to provide first-level answers to shareholder queries and requests for information such as account statements, account balances and transaction confirmations.
<b>Process Subscriptions and Redemptions</b>	RPA enables information to be extracted and validated from other enterprise systems and databases to process subscriptions or redemptions.	Blockchain could be able to process fund subscriptions and redemptions, without the intervention of an intermediary.

In the next

**3-5** years ...

The role could be threatened with the rise of Blockchain (and the fall of legacy systems). The services offered must be reinvented to meet the new regulatory standards. Data analysis capacity must also be improved to provide Asset Managers with information on fund distribution/investor profiles.

### Skills Differentiators:

- ▶ **Systems Thinking:** The job holder will possess strong understanding of how systems work over time and within the context of larger systems, ensuring successful implementation/integration of technology solutions.
- ▶ **Process Excellence:** With good understanding of the operations, the job holder can help to highlight the root cause of their process inefficiencies and identify the right processes that require automation.
- ▶ **Project Management:** This skill is vital for the job holder to implement improvements and new solutions in a timely manner, ensuring successful roll-outs.
- ▶ **Advanced Digital Acumen/Literacy:** The job holder will need to be upskilled to further enhance the solutions in order to better support the needs of asset management firms.
- ▶ **Data Storytelling:** The job holder will display the ability to disseminate key messages/findings in a clear and compelling manner to audiences with varying levels of subject matter understanding.

