

Gaining a competitive edge with the SS&C Performance Service

A large independent real estate manager needed to address challenges introduced from the evolution of its business operations, including its processes, underlying systems and data collection methods. As part of the new business mandate, performance analytics became a priority to attract potential investors.

THE BUSINESS CHALLENGE

A major challenge for the firm was fragmented and manual reporting processes. The team spent significant time creating reports rather than deriving data insights and focusing on strategic analysis.

Data quality issues compounded these problems. The firm manages 55 funds—representing \$33 billion in AUM—with records dating back to 1990. They generate 200 reports each month with data scattered across Yardi and various Excel spreadsheets. Processes were error-prone and data was difficult to track. Further, the scope of their data requirements exceeded the capabilities of traditional performance systems.

Finally, the company faced different reporting and analytical needs based on the audience. Analysts focused on property-level details, whereas management wanted overarching performance metrics at the investment or fund level. Accommodating these diverse perspectives required a flexible and robust analytics approach.


SS&C PERFORMANCE SERVICE

When evaluating performance systems and solutions, the firm sought measurements such as gross of fee/net of fee IRR, Time-Weighted Rate of Return (TWR), Equity Multiples like MOIC and Capital Roll Forward.

The SS&C Performance Service consolidates all data, allowing it to be aggregated and analyzed in a single platform. It handles data management processes, calculates all necessary performance metrics and offers reporting solutions. It also enables dynamic calculations based on user-defined periods and provides flexibility to break down performance results in a variety of ways. Users can slice and dice data by various categories—such as region, sub-region, fund, property, investor and square footage—giving them a tailored view of performance at multiple levels.

The firm was particularly impressed with the highly interactive data visualization features, which provide the opportunity to gain deeper insights into the numbers. This is a critical capability that sets the SS&C Performance Service apart from other performance systems, enabling a more intuitive analysis.

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Grouping	Total	Investor 1/1/2019	Investor 1/1/2020	Investor 1/1/2021
As of Date	442,000,000.00	300,000,000.00	300,000,000.00	300,000,000.00
Commitment	442,000,000.00	300,000,000.00	300,000,000.00	300,000,000.00
Net Asset Value	442,000,000.00	300,000,000.00	300,000,000.00	300,000,000.00
Contributions	300,000,000.00	300,000,000.00	300,000,000.00	300,000,000.00
Distributions	142,000,000.00	0.00	0.00	142,000,000.00

Grouping	Total
As of Date	442,000,000.00
Commitment	442,000,000.00
Net Asset Value	442,000,000.00
Contributions	300,000,000.00
Distributions	142,000,000.00

Grouping	Total
Commitment	0.00
Net Asset Value	142,000,000.00
Contributions	142,000,000.00
Distributions	0.00

BUSINESS BENEFITS

Previously, the firm lacked integrated tools for data management, performance aggregation, ready-to-use reports, on-the-fly calculations and interactive data visualizations. Now, they benefit from a comprehensive one-stop solution:



A seamless process—
retrieving, augmenting,
validating and
reconciling data



**Performance
calculations,**
aggregation and
reporting



**Investor
and regulatory
reporting**



**Drastically reduced
operational time and
effort**

WHY SS&C?

Unlike other solutions, the SS&C Performance Service provides a single interface with a powerful and intuitive front-end that provides data insights and visualizations.

Advantages:

- As a client of SS&C, you can consolidate suppliers and eliminate dealing with multiple vendors
- Specific functionality for real estate investments—consolidated in a single source
- Provides rich functionality compared to other solutions:
 - granularity and support for analysis
 - interactive data visualizations
 - drill-down capabilities
 - custom groupings
 - reporting, etc.
- Central analytics service, saves valuable processing time and resources

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