



Fund Administration Software Category

WINTER 2023
Customer Success Report





Fund Administration Software Category

To thrive in the digital era, businesses need digital solutions. One of them is fund administration software designed to improve all aspects of funds management. With Fund Administration Software, it becomes much easier to control unprecedented amounts of financial data and reporting. A fund administration solution can efficiently manage general ledger and cash flow as well as any other financial administrative processes.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions

COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

Award Levels



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

2023 Customer Success Awards

Check out this list of the highest rated Fund Administration Software based on the FeaturedCustomers Customer Success Report.



ALLVUE 



eFront a part of BlackRock



Juniper Square temenos



* Companies listed in alphabetical order



2023
FUND
ADMINISTRATION
SOFTWARE

MARKET LEADER





ABOUT ALLVUE SYSTEMS



Allvue Systems is a leading provider of investment management solutions for fund managers, investors, and administrators in the alternative investments industry. They offer innovative, configurable investment software that eliminates the barriers between systems, information, and people, optimizing decision making and streamlining processes to meet investor needs across private debt, private equity, and other alternative asset classes. Allvue Systems was established in 2019 through the merger of Black Mountain Systems and AltaReturn, and currently manages over \$2.5 trillion in assets on its platform. The company is based in Miami, FL with locations...

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Having a single Cloud-based system with specialist PERE capabilities is a cornerstone for our targeted growth in the technology-demanding PERE sector. It delivers a suite of services that are highly attractive to the sector and opened up new opportunities for us to target new work from asset managers within this segment. Allvue has proved to be a great strategy; we needed a software services provider that was willing and able to collaboratively work with us to drive continued development of the platform to meet our clients’ evolving needs.”

DAN SMITH
PRESIDENT, TRIDENT TRUST

“We pride ourselves on our market agility and opportunistic investment approach and require a technology partner that supports not only flexible workflow systems but one that continually optimizes its offerings. Our business has grown from ~\$1B in 2017 to ~\$9B AUM in 2021, and our focus is to continue to thoughtfully grow and enhance our credit offering. We consider Allvue as a strong pillar of our technology base that will support our growth with efficiency and innovation at the core.”

MATTHEW COUREY
FOUNDING PARTNER AND COO, ALBACORE CAPITAL GROUP

“We look at our relationship with Allvue as a partnership. They have consistently been there for us and have certainly helped us grow into the firm we are today.”

CHERI REEVE
CHIEF FINANCIAL OFFICER, ATLAS HOLDINGS

“Allvue’s deep fund accounting experiences was invaluable in getting our first fund up and running.”

MATT SMITH
CHIEF ACCOUNTING OFFICER, ATLANTIC PACIFIC COMPANIES

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ABOUT CARTA



Carta build software to help companies, investors, law firms, and employees modernize the way they manage ownership. Carta is modernizing and revolutionizing the way private companies manage and interact with their share and option holders. They are bringing stock certificates and options onto the cloud and into the 21st century. Companies can easily issue stock certificates individually or in bulk, and shareholders can receive and view their shareholdings across all private companies on one screen.

104 TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“I'd been using Carta for many years. It is the gold standard. And I thought, if they're creating this fund administration and user interface for LPs, it could really be a game-changer that sets us apart from legacy firms.”

SHAHRAM SEYEDIN-NOOR
FOUNDER & GENERAL PARTNER, CIVILIZATION VENTURES

“With Carta Fund Admin, no problems pop up, LP's questions get answered, documents get distributed, and audits get done on time.”

BRIAN CAROLL
PARTNER, M13

“Carta is our fund admin and capital call line provider, so everything is in one place.”

NATE VASEL
PRINCIPAL, LAS OLAS

“Our Carta fund administrator feels like a part of our team. He's easy to work with, highly available, and very responsive.”

JOEL MARTIN
VICE PRESIDENT OF OPERATIONS, HEALTHX VENTURES

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ABOUT FIS



FIS is a global leader in financial services technology, with a focus on retail and institutional banking, payments, asset and wealth management, risk & compliance, corporate, consulting and outsourcing solutions. FIS employs more than 55,000 people worldwide and holds leadership positions in payment processing, financial software and banking solutions.

261

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“With FIS’ ecosystem of fund accounting and administration technology, we have a future-proof and scalable suite of solutions that will support our business growth into new asset classes and currencies, increase operational efficiencies, and enhance controls. The integration between our fund accounting and reconciliation systems will also help ensure compliance with local regulations.”

LARS HØJBERG
HEAD OF IT, SPARINVEST

“Bank On certified accounts are safe, affordable and bring unbanked Americans into the financial mainstream. The CFE Fund is proud to partner with FIS to help banks offer Bank On certified products. Banking access is fundamental to financial stability. Expanding that access is critical to helping consumers, particularly those of color, build stronger futures.”

JONATHAN MINTZ
PRESIDENT AND CHIEF EXECUTIVE OFFICER, CITIES FOR FINANCIAL EMPOWERMENT FUND

“Through our partnership with FIS we have been able to enter new markets, manage complex asset classes and offer hybrid and more complex fund structures, while at the same time meeting the demand for transparency and risk mitigation.”

ANTONIO FRIAS
HEAD OF OPERATIONS, CENTAUR FUND SERVICES LIMITED

“The solution had the scope, speed and flexibility that we needed to support this key business. Having worked with them for many years now we knew we could rely on them to deliver, and we have not been disappointed.”

WERNER BESENFELDER
HEAD OF EQUITY DERIVATIVES TRADING, LBBW

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2023
FUND
ADMINISTRATION
SOFTWARE

TOP PERFORMER





ABOUT EFRONT



eFront is the leading technology solution for alternative investment management, covering the needs of all alternative investment professionals end-to-end, from fundraising and portfolio construction to investment management and reporting. With more than 850 clients in 48 countries, eFront services clients worldwide across all major alternative asset classes.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“To meet Solvency II regulatory requirements (Pillar 1, Pillar 2 and Pillar 3), our group sought to implement a risk management (Enterprise Risk Management) solution. Our group uses a methodological repository defining the principles, methods and tools of this approach. Process and Internal Control Correspondents update risks relating to processes, which are then used to develop a risk map and communicate it to governance bodies. Our group wanted to acquire a tool to facilitate the monitoring of the overall risk management system...”

QUALITY AND INTERNAL CONTROL MANAGER
LEADING INSURANCE COMPANY

“Investing in eFront’s market leading fund administration platform will support the funds offering we have built over the last few years. Our acquisitions of Morgan Sharpe and Heritage in Guernsey as well as Headstart and Allegro in Luxembourg have really put us on the fund admin map. Now we are further investing in our fund admin capabilities with eFront so that we can further enhance the high level of service that our clients receive from us.”

FARAH BALLANDS
CHIEF EXECUTIVE OFFICER, ESTERA

“eFront’s solution is an end-to-end operating platform, custom designed for the alternative investment industry. The implementation has enabled us to reduce operational risk, enhance scalability and ultimately have one version of the...”

PAUL BOYNTON
CHIEF EXECUTIVE OFFICER, OLD MUTUAL ALTERNATIVE INVESTMENT

“With eFront we now have a single source of truth, the right numbers in place and higher efficiency within the company.”

DANIEL GREGOR
HEAD OF PRIVATE EQUITY FINANCE, ALLIANZ CAPITAL PARTNERS

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ARDIAN





ABOUT FINARTIS



FINARTIS is a leading Swiss software publisher helping Private Banks, Family Offices and Asset Managers worldwide serve their clients better. FINARTIS's out-of-the-box digitally enhanced investment management solutions implement fast and securely. They help improve front office productivity to bring more value-added services to clients while reducing operating costs through intelligent, automated straight through processes and real time accounting of all operations. FINARTIS's flagship product, Prospero365, is an integrated suite of financial applications dedicated to Wealth...

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“ We work with several banks and, as we grew, gathering accurate data from all these counterparts in a disciplined manner was becoming a problem. Prospero, which is plugged into our counterparts back offices, enables us to get a booking system which is updated automatically and on a daily basis. Prospero avoids spending time and reduces mistakes related to manual entries. Prospero is also a user friendly application used by all staff. We use it for booking and verification purposes,... ”

BABY PALLIPADAN
HEAD OF THE RUWENZORI INVEST LIMITED FAMILY OFFICE, RUWENZORI INVEST LIMITED FAMILY OFFICE

“ We chose to partner with FINARTIS again after a careful selection process for our Private Bankers in terms of mobility, user experience, extensiveness and caliber of service. Since our Trust Banking Group was already using Prospero Suite, we found it a natural extension for our Private Banking Business. This project with FINARTIS is in line with UnionBank's digital transformation efforts to achieve operational excellence by automating compliance rules and processing transactions in true... ”

JOSE EMMANUEL U. HILADO
CHIEF FINANCIAL OFFICER, TREASURER AND SENIOR EXECUTIVE VICE PRESIDENT, UNIONBANK

“ Our company has invested in a specialized system, through its effort to offer the best service possible in Mutual Funds. The field of Mutual Funds is developing at a fast pace in Cyprus and Treppides Fund Services Ltd, as a leading service provider in the field, remains dedicated in its efforts for continuous reinvestment, both in the software and human elements, in order to maintain... ”

ANDREAS YIASEMIDES
PARTNER, TREPPIDES FUND SERVICES LTD

“ We chose to partner with FINARTIS after a thorough selection process in terms of automation, user experience, and productivity for our Treasury Sales relationship managers and investment banking expertise. Our partnership with FINARTIS will be instrumental to our success as we stay committed to continuous... ”

ROBERT LEHMANN
PRESIDENT, AMALGMATED INVESTMENT BANCORPORATION

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ABOUT FUNDCount

FundCount

FundCount offers portfolio managers, accountants and fund administrators powerful tools for investment management and partnership accounting. Investment and accounting professionals who serve institutional investors and ultra-high net worth families have relied on FundCount to help manage their operations for over 10 years. FundCount's integrated system streamlines portfolio and partnership accounting – offering higher levels of efficiency to operations and immediate and actionable information for firms and their clients.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Technology that relies on spreadsheets and disconnected systems will never be as accurate and as efficient as FundCount, which has everything consolidated in one place.”

MIKHAIL DAVIDYAN
CO-FOUNDER, THEOREM FUND SERVICES

“With FundCount’s solid accounting functionality, we can support funds, endowments, private foundations, family offices and other clients regardless of complexity.”

MARC L. RINALDI
PARTNER-IN-CHARGE, PKF O’CONNOR DAVIES

“The operational efficiency and scalability that FundCount provides will ensure we remain effective in product delivery and can support existing and new clients going forward.”

RAINIER CROUSE
SENIOR MANAGER, PAGET BROWN TRUST COMPANY

“FundCount has been instrumental in streamlining our back-office accounting processes and bringing a disciplined, auditable approach to accounting.”

MICHAEL GARCIA
CHIEF EXECUTIVE OFFICER, MBG CAPITAL

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ABOUT JUNIPER SQUARE

Juniper Square

Juniper Square is transforming the real estate investment experience for both managers and investors with modern software that streamlines fundraising, investment administration, and investor reporting. Juniper Square is easy-to-use for the manager, provides an unparalleled experience to the investor, and was designed specifically for the real estate industry.

120

TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“Even minor things like updating an investor’s address used to be a hassle. Now, with Juniper Square, it’s so easy. Then you layer in all the other nuances of the platform—the ACH payment processing, the email blasts, the consent for electronic delivery of tax documents, the data rooms, even the ability to track if investors have accessed the data rooms—I could go on and on about all the things the platform has streamlined for us.”

TYLER ARRINGTON
PARTNER, STAUBACH CAPITAL

“When we saw the first demo of Juniper Square, it was immediately obvious that it was light years ahead of anything else we had seen. Because Juniper Square was designed specifically for the real estate industry, we didn’t have to explain to them how things worked. They had already implemented key real estate and fund concepts into their software, so it worked right out of the box.”

SARA SHANK
HEAD OF PORTFOLIO MANAGEMENT, BEACON CAPITAL PARTNERS

“I recommend Juniper Square to anyone who needs an investment management platform. Hands down, it’s the most forward thinking, user-friendly solution I have seen in the market.”

CHRISTINA MULLIN
SENIOR MANAGER OF INVESTMENT MANAGEMENT,
MIDWAY

“Now we can capture all of the data and information about our relationships and clients in a single, secure, and dynamic repository.”

JIM ELLIS
MANAGING PRINCIPAL, ELLIS PARTNERS

Sovereign’s
CAPITAL



TRUSTED BY

GREYSTAR

URBAN GREEN
INVESTMENTS

BEACON
CAPITAL PARTNERS



ABOUT TEMENOS

temenos

We were founded in 1993 and set on a mission to revolutionize banking. Since then, our community of customers, partners, influencers, and employees has grown. Back in 2002, we celebrated signing our 300th client, and today we serve 3000 customers. Two-thirds of the world's top 1,000 banks and 70+ challenger banks in more than 150 countries rely on our technology. Our open platform enables over 1.2 billion people to carry out their daily banking needs. That's 30% of the world's banking population. Banking providers – big and small, traditional and new – use our platform to build new...

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“Commerce is focused on staying at the forefront of technology to ensure the best service to our customers. We recognize that a modern core banking platform is an accelerator for innovation and digital customer experiences. The Temenos platform will enable Commerce to deliver innovative solutions for our customers today and well into the future.”

DAVID ROLLER
CHIEF INFORMATION OFFICER, COMMERCE BANK

“One of the most impressive aspects of Temenos Infinity is the number of functionalities including the depth and breadth of these that are ready to deploy, from security to money transfer services. We can easily customize our mobile app, and create a simpler, more engaging user experience.”

KYRA ARCIA MARCANO
CHIEF OF INNOVATION AND MARKETING, BANCO BOLIVARIANO

“We’ve been so impressed with the scalability and flexibility of Temenos Core Banking and the Temenos Banking Cloud. We can quickly and easily add new modules and leverage different services to ensure we deliver value to our customers and continue to improve our satisfaction scores.”

RICHARD MARSHALL
HEAD OF IT, ANSA MERCHANT BANK

“Since moving to the Temenos Banking Cloud, we have achieved a 100% increase in our customer base, and seamlessly managed a 400% increase in transaction volumes.”

DANIEL BROTEN
CHIEF TECHNOLOGY OFFICER, EQUITABLE BANK



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2023
FUND
ADMINISTRATION
SOFTWARE

RISING STAR





ABOUT BRITECH



BRITech is a British/Brazilian FinTech SaaS company headquartered in Sao Paulo, Brazil, with 70 employees in offices in eight countries. They provide scalable, robust wealth management software, professional services and end-to-end technology for investment firms, asset managers, brokers, fund administrators and wealth managers. Their customized, enterprise-class solutions help the investment management community navigate the complex and ever-transitioning environment of shifting investor preferences, regulatory mandates and emerging technologies.

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TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“The best word to represent what it's like to work with BRITech is ‘flexibility’; not only of the tech solution, but also of the project team. They helped us to design a solution for our requirements and bottlenecks two years ago which has improved the performance of our company internally and with our clients, by far.”

EDUARDO GÁLVEZ
CO-FOUNDER, ZEST CAPITAL

“Pivolt has been perfect for our needs. The system is extremely versatile to run our portfolios which include both listed and alternative investments. Every time we’ve had a requirement Pivolt’s customer support and engineers are there right away to assist us.”

DAVID SIMSILEVICH
DIRECTOR, ANGLO ANDINO GROUP

“Anyone who does not have a complete solution like BRITech covering processes, mitigating risk, generating efficiency and bringing security to growth will not survive.”

PAULO MARCHI
MANAGING PARTNER, GPS INVESTIMENTOS

“A lot of manual processes have been automated after adopting Pivolt, freeing up valuable time. The Pivolt system is easy and intuitive to use and rich on relevant functionalities.”

MADS DYRBERG
CHIEF EXECUTIVE OFFICER, DYRBERG INVEST

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ABOUT FUNDWAVE



Fundwave is providing Software-as-a-Service for alternative funds such as Private Equity Funds, Venture Capital Funds, Real Estate Funds and Fund of Funds. Fundwave's flagship fund administration software can allocate numbers between your LPs, generate capital notices and NAV statements, automatically generate journals and financial reports, and help you create beautiful drag and drop visuals for your presentations.

4

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

FEATURED TESTIMONIALS

“We have used Fundwave for a number of years now for our Fund and Investment management. Administration tasks are very simple and intuitive especially investments across multiple funds and revaluations. What sets this solution apart from other enterprise software products is the support we receive from the team. They are extremely responsive and attentive to the client's needs.”

CRAIG HOLDEN
CHIEF FINANCIAL OFFICER, TIDAL VENTURES

“I am very grateful that as a VC firm we have decided to invest in a fund admin package like Fundwave. It is feature rich on the fund admin side, the level of reporting and querying of data is fantastic, and their customer support team is super responsive. I can't believe that other firms are using spreadsheets for this kind of work!”

VELA GEORGIEV
CHIEF OPERATING OFFICER & OPERATING PARTNER,
TENACIOUS VENTURES

“Fundwave combines the best parts of other products on the market.”

MARTIN'O REGAN
MANAGING DIRECTOR, SOLAS FIDUCIARY SERVICES

“Very nice module. Love the new dashboards.”

MARCEL NEUTEL
MANAGING PARTNER, C4D PARTNERS

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ABOUT SIMCORP



SimCorp provides integrated, best-in-class investment management solutions to the world's leading asset managers, fund managers, asset servicers, pension and insurance funds, wealth managers and sovereign wealth funds. Whether deployed on premise or as an ASP solution, its core system, SimCorp Dimension, supports the entire investment value chain and range of instruments, all based on a market-leading Investment Book of Record. SimCorp invests more than 20% of its annual revenue in R&D, helping clients develop their business and stay ahead of ever-changing industry...

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TOTAL CUSTOMER REFERENCES

**VIEW ALL
REFERENCES**

FEATURED TESTIMONIALS

“We are pleased to be entering a new era of communications and reporting to our clients. The introduction of digital reporting processes and self-service features provided by SimCorp Coric is a key requirement for us. With trust and transparency at the heart of our business strategy, we are committed to continually developing customer-oriented solutions to support our clients. Our radical overhaul of client communications is part of this pledge, and a means to create lasting added value.”

MATT HOLLIER
HEAD OF INVESTMENT PRODUCT, HEARTWOOD
INVESTMENT MANAGEMENT

“SimCorp gave us the opportunity to build our platform as we saw fit for our business. They took a best-practice-based, yet customizable, approach to the implementation process. The team working with us were qualified, dependable consultants and developers, collaborating with us to determine realistic goals and appropriate decision criteria throughout the execution.”

CLAUDIO-PETER PRUTZ
HEAD OF DIGITAL BUSINESS SERVICES AND
ORGANIZATIONAL DEVELOPMENT, MEAG

“SimCorp Coric is an extremely powerful tool which is incredibly adaptable once mastered. It has fully met our objective of empowering business users to satisfy client requests without recourse to IT and we look forward to a long and fruitful partnership with the SimCorp Coric team.”

DAN HOULIHAN
HEAD OF FUND SERVICES, NORTHERN TRUST

“We play an important role in gathering data from all our vendors, settling and reconciling the trades, pricing the funds and making sure our operations are running smoothly 24/5.”

ARNE MARTIN MOEN
HEAD OF INVESTMENT ADMINISTRATION, STOREBRAND

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