

October 5, 2016
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Services Strategies 2016 Summit
San Diego, CA

Client Support

Transitioning to a Globally Integrated, Knowledge Driven Support Model

Agenda

- Introduction

- Our Transition

- Support Metrics

Introduction

1. About SS&C | Advent

2. About me

SS&C | Advent Summary

About

- Founded in 1986, 7,500+ employees, 73 offices worldwide,
- NASDAQ: SSNC (since Q1 2010)

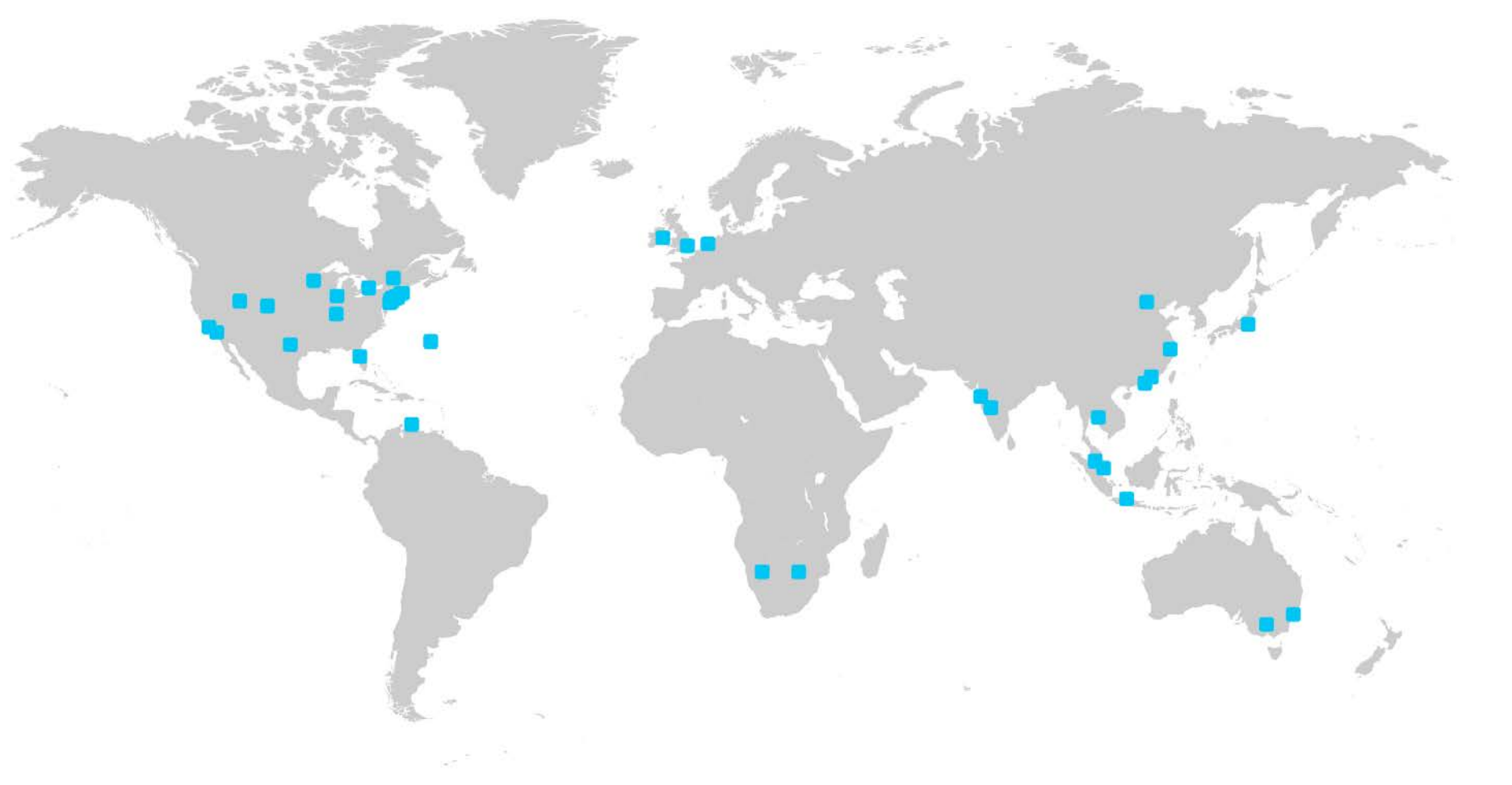
Clients, Revenues

- 10,000+ clients
- 91% contractually recurring revenues

2016 Guidance

- Adjusted Revenue for 2016 of \$1,511.0 million - \$1,524.0 million
- Adjusted Diluted EPS of \$1.58 - \$1.62
- Cash from Operating Activities of \$380.0 to \$395.0

Global Operations – 73 offices, 7,500+ Employees



Broad Solutions Footprint

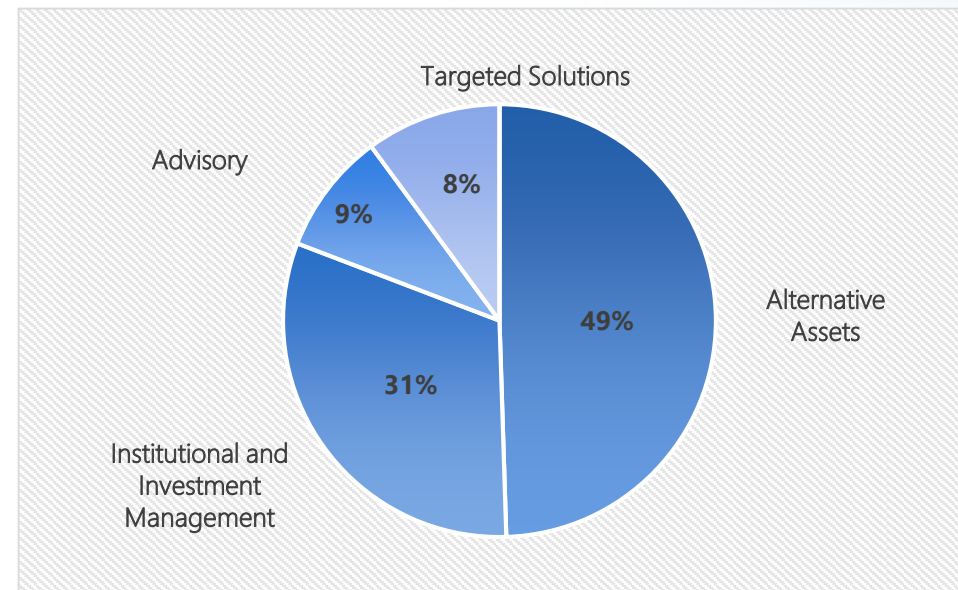
- Portfolio Management
- Reconciliation Valuation
- Performance and Attribution Reporting
- Risk Management
- Regulatory Solutions
- Investor Services
- Training



Business Distribution

| Business | |
|---|--|
| Alternative Assets | Hedge Funds Fund of Funds Private Equity Fund Administration |
| Institutional and Investment Management | Institutional Asset Management Insurance REITs Pension Funds |
| Advisory | Wealth Management RIAs |
| Targeted Solutions | Property Management Municipal Finance Financial Modeling Money Market processing Training Research Management |

2015 Revenue Business Distribution by End Market*



*Includes FY 2015 Advent Revenue

Recent M&A

| Acquisition | Closed | Price | Rationale |
|---------------------|------------|-----------|---|
| Advent Software | 7/6/2015 | \$2.7 bil | <ul style="list-style-type: none"> Ownership of fund administration platform, Geneva Best-in-class portfolio accounting software solutions Foothold in fast growing RIA market |
| Varden Technologies | 9/2/2015 | \$25 mil | <ul style="list-style-type: none"> Tuck-in acquisition that provides advanced client communications solutions Leveragable across SS&C's client base |
| Primatics Financial | 11/16/2015 | \$116 mil | <ul style="list-style-type: none"> About \$50 million in revenue Evolv, end-to-end loan risk and finance solution |
| Citi Fund Services | 3/10/2016 | \$321 mil | <ul style="list-style-type: none"> Will make SS&C 2nd largest fund administrator Private equity presence in Asia Can bring margins to corporate average |

Key Competitors by Market

Alternative Asset Fund Administration



CITCO



BNY MELLON

Morgan Stanley

SEI

Institutional and Investment Management



SUNGARD®



EAGLE
INVESTMENT SYSTEMS

Advisory



ALBRIDGE™
AN AFFILIATE OF PERSHING



SS&C is the only company that provides software and services solutions across all three markets, and offers a flexible, on demand delivery model

Diverse, Blue Chip Financial Services Clients

| | | | | | |
|---|--|---|---|--|---------------------------|
|  |  |  |  |  | ALTERNATIVE INVESTMENTS |
|  |  |  |  | | ASSET MANAGEMENT |
|  |  |  |  |  | INSTITUTIONAL |
|  |  |  |  |  | TREASURY, BANKS & CUSTODY |
|  |  |  |  | | OTHER |

Greetings from



C A L I F O R N I A





Business, like life, is about how you
make people feel. It's that simple,
and it's that hard.

—— Daniel Meyer ——

SUPPORT



Our Transition (Before 2013 to Today)

1. Support Structure and Processes

2. Support Teams and Locations

3. Case Initiation Methods and Phone Support

The Call to Action

*Needed to drive
profitability in a slow
growth environment*

The Call to Action

*We were organized in
Business Units and
Geography groups*

The Call to Action

*We were trying to
cross sell in businesses
that were either
acquired or had grown
independently*

The Call to Action

*We were staffing in
some of the most
expensive cities in the
world*

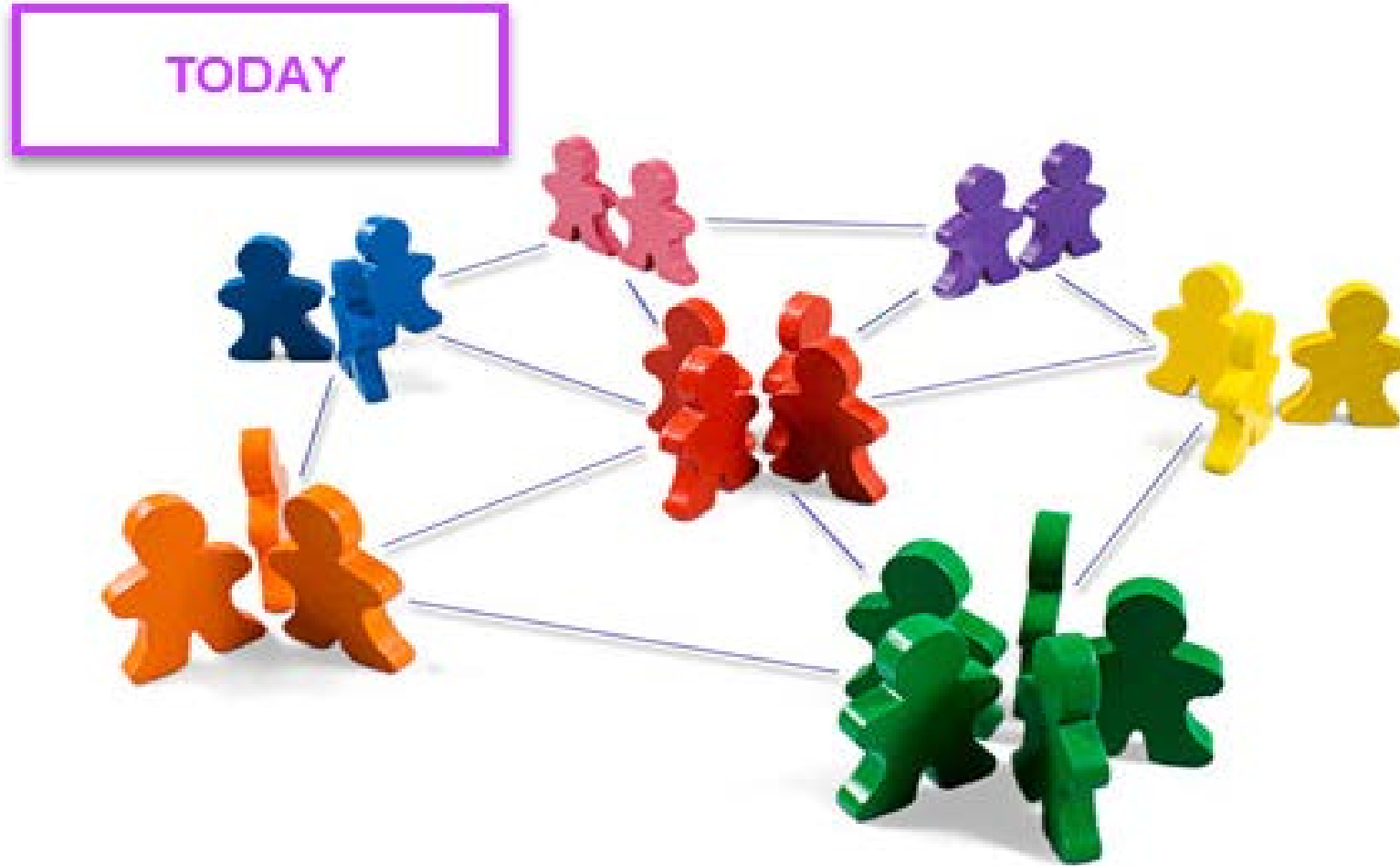
The Call to Action

- Support teams were siloed and worked independent of each other
- We had 17 separate service contracts in place with clients
- Over 70% of our staff were in high cost locations
- We looked unprofessional in trying to service across product lines

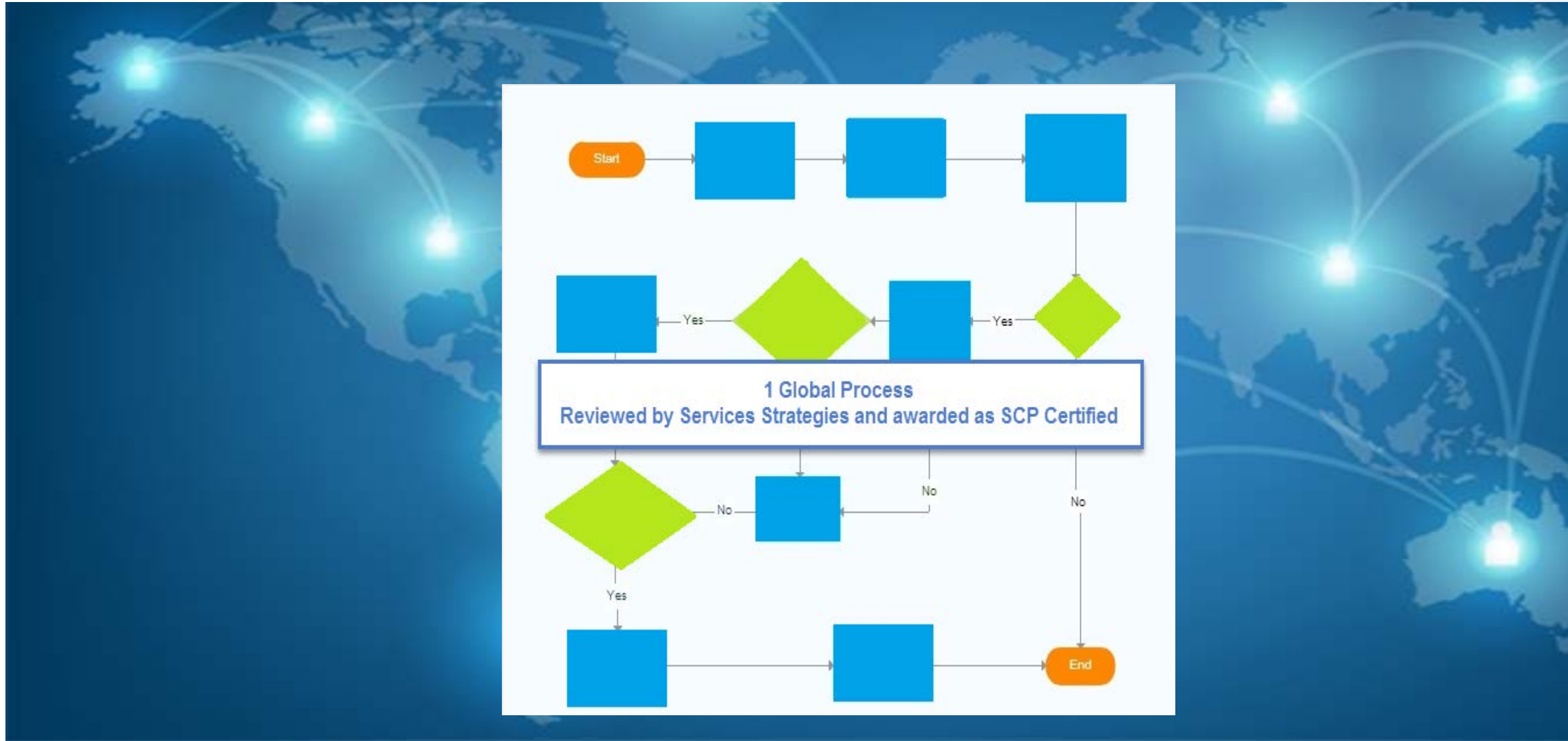
The Call to Action

- Move to new global functional org structure
- Reduce costs with improved location strategy
- Align to a single set of global service plans
- Improve operational efficiencies to improve service and reduce costs

Support Structure and Processes



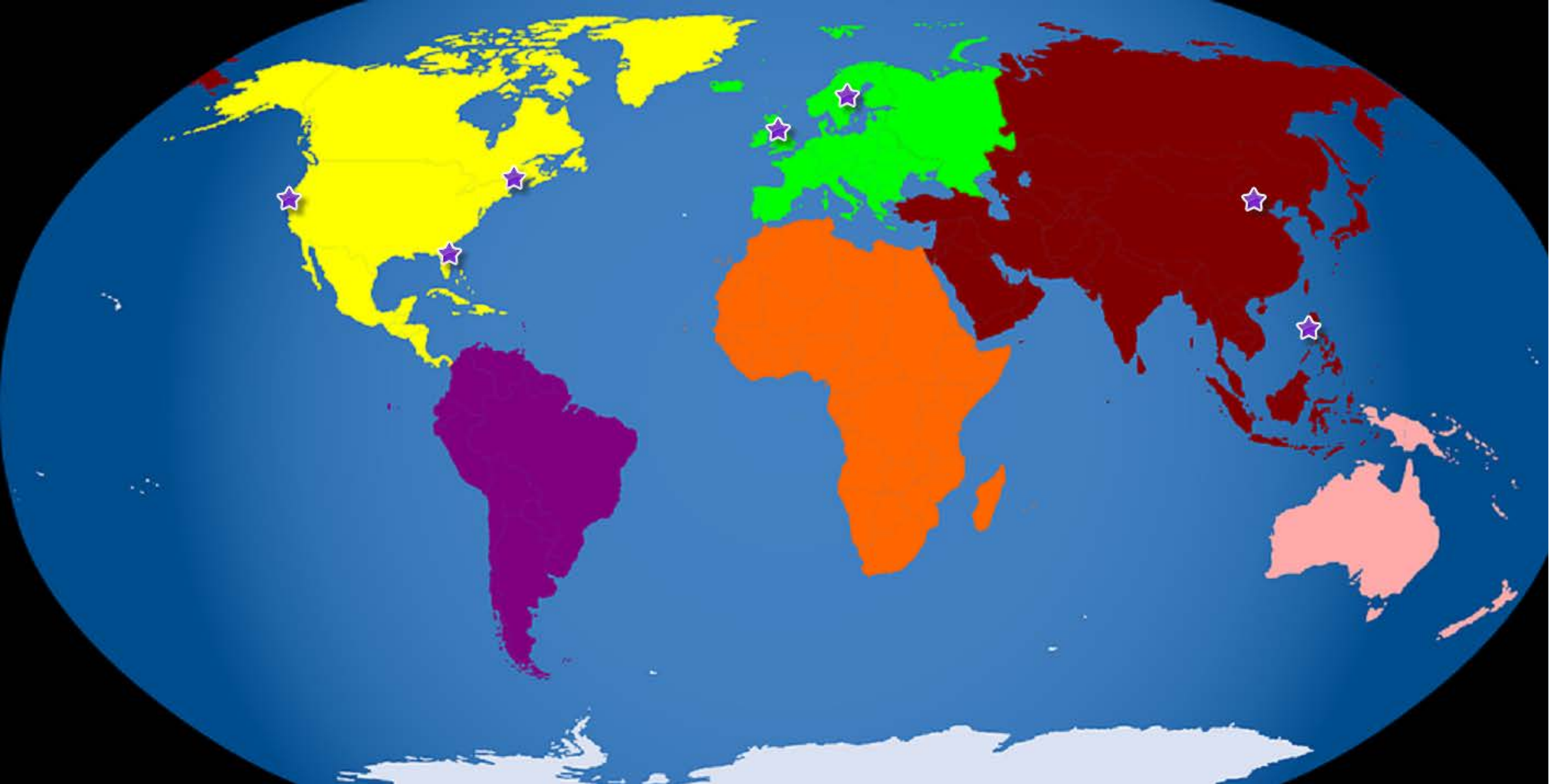
Support Structure and Processes



Support Teams and Locations



Support Teams and Locations




Case Initiation Methods and Phone Support

Phone Support



Web Support

 **Submit a Case** ⓘ

| | |
|-----------------|--|
| Type: ⓘ | <input type="text" value="Support Request"/> |
| Product Family: | <input type="text" value="Select product family"/> |
| Product: | <input type="text" value="Select Product"/> |
| Severity: ⓘ | <input type="text" value="Medium"/> |



Case Initiation Methods and Phone Support



24 support phone numbers
support phone numbers

11 for Americas alone
for Americas

Support Metrics (Before 2013 to Today)

Measurement of Success


Case Volume

Client Satisfaction

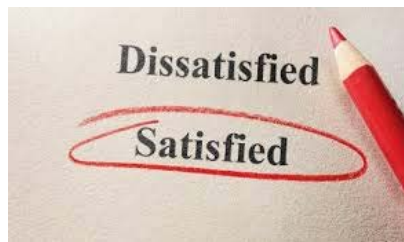
Measurement of Success



Case Volume by Initiation Method

| <u>BEFORE 2012</u> | | <u>TODAY</u> | |
|--|-----|--|-----|
|  | 90% |  | 60% |
|  | 10% |  | 40% |

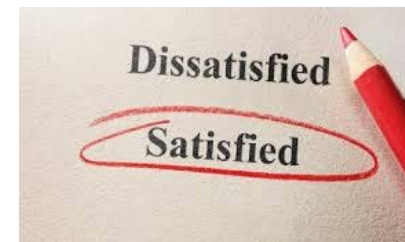
Client Satisfaction

BEFORE 2012

90%



72%

TODAY

93%



80%

Financials

BEFORE 2012

| | |
|---------------|----------|
| Expense Ratio | 7% - 20% |
|---------------|----------|

TODAY

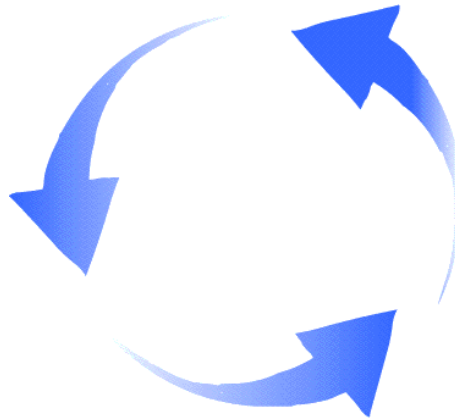
| | |
|---------------|----|
| Expense Ratio | 6% |
|---------------|----|

Key Challenges and Lessons Learned

- We initially separated into Knowledge Groups that were too narrow
- We tried to have teams self manage the case queues without and automated routing
- We tried to do case sharing as a standard across geographies
- The team wasn't initially prepared for the challenge of this much change



ESAT



CSAT

Q&A

Thank you for your time!