



# The Document Creation Pain Points that Wealth Management Firms Deal With

A Windward Studios White Paper

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# Document Creation Pain Points Wealth Management Firms Deal With That can be Solved by Automation

Documents are a common day to day tool for managing assets and wealth. Wealth management firms need to mine high volumes of data when dealing with customer's portfolios and that data is entered into documents. There are a lot of challenges that they end up facing and many of them are pivoted on the need to comply with regulations and the cost incurred as they try to do this. Technology is the best solution to manage these pain points. Document automation in particular helps to address certain key problems and improve workflows.



# Compliance With Financial Regulations

Like most industries that handle finances and personal records, wealth management firms are subjected to tough regulations and can be a thorn in the flesh of many firms. Clients' documents need to be kept private and this can be difficult if you're using paper documents that can easily land in the hands of unauthorized individuals. The regulation for independent auditing also presents a challenge because large volumes of data need to be sorted through and presented clearly for the auditors to see that the firm is still deserving of its license. Failure to comply with regulations can also result in lawsuits, fines, and loss of face.

Document automation can address this with a set of features that support easy compliance. Data for example is stored electronically instead of using paper documents. It is much easier to comply with industry regulations this way. For Sarbanes Oxley compliance, automation ensures quick extraction of necessary data to generate a concise report that demonstrates the required compliance with regulatory guidelines. The audit trail created by automated documents is accurate and yet generated much faster than a regular paper document.



# The Cost of Managing Paper Documents

Printing and storing documents is a significant contributor to operational costs for wealth management firms. Apart from the physical finances spent on these, some resources have to be dedicated to managing the documents and this includes human effort which also has to be rewarded. The firms usually end up passing this cost to the customer but that is not a sustainable practice, clients shouldn't have to pay for inefficient processes. In a competitive industry, it will not be long before the investors seek better prices elsewhere.

Whatever an asset management firm may be spending on paper can be eliminated by adopting document automation. Documents can be created, shared, and stored electronically so there would be hardly any need for paper. Whether a client asks for a portfolio statement or the auditors would like transaction records for the past few months or years, all those can be generated electronically in seconds and passed on to the recipient. The money saved through this process can be put towards boosting efficiency even more.



# Time Spent Opening-up New Accounts

Wealth management firms spend too much time signing up new clients. There is a lot of detail they need to pay attention to. Regulatory guidelines demand that they make sure their clients are not fraudsters, money launderers, and so on. The firm also needs to get correct details about the intended client and all this can take up way too much time. On top of that, there is the back and forth communication to ensure the terms are acceptable to the clients, and eventually, they need to get the documents signed.

With the right document automation software, a new account can be opened within 30 minutes. Streamlined workflows enable clients to fill in the forms digitally and all the information is quickly captured and verified according to a set process. Errors are also minimized and the final stage which is getting the signature is made easy using digital signatures. In a matter of minutes, the firm has all the information they need to know about a client and they are matched with investment opportunities available much faster.

# Transforming Big Data Into Insightful Documents

Big data plays a huge role in determining investment portfolios. The challenge though is analyzing this data and then coming up with the right investment portfolio for a client. Sometimes the data can be overwhelming resulting in some key indicators being missed. At times, the advisors may make the wrong analysis resulting in loss.

Document automation can collect all the data and structure it in a way that is easy to make sense of. By simply determining what kind of investment opportunity a client is interested in, the software will collect all the related data and create a designated investment alternative. Firms can provide better advice and serve more clients faster.





# Conclusion

Document automation can go a long way towards enabling wealth management firms to offer tailored advice to clients, keep track of key indicators of growth and opportunity, and above all, comply with regulatory guidelines while keeping costs low.