



## Case Study: Balfour Wealth Management



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Balfour Wealth Management was formed in December 2005 with the aim of becoming a 'comfortable' community of like-minded advisers. With a central office base in Edinburgh and five remote locations (ranging from Carlisle in the south to Thurso in the extreme far north) a variety of communication media and sharing of ideas has been central to our continued development.

With a multi-disciplined team offering advice across Care Fees Planning, Equity Release, Specialist Mortgages, IHT and Estate Preservation, Income Tax sheltering, Pension Transfer Specialist, Ex Pat Specialist as well as all aspects of 'general' IFA work, the team boasts well in excess of 200 years collective financial services experience.

Our adviser community numbers equate to eleven, six in office, five remote, one full and one part time administrator. Our central office is conveniently situated in Leith, Edinburgh.

A key part of the offering to advisers is that 'Balfour' looks after virtually all of the administration post transaction. Having an integrated system which can be accessed anywhere with internet capability was a major consideration when choosing a back office. Surprisingly, there are still IFA's out there who have not invested in end to end systems to help streamline their businesses.

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John Brown, Practice  
Principle, says

"I have every confidence in the system. I can't recall a time over the last four years where we did not have full access other than on the occasional overnight upgrade which was notified well in advance"



With such critical issues as RDR and TCF, having a structured back office system which provides up to the minute MI reports is an absolute must to help us deliver service to our adviser and client communities, and of course for Compliance.

Having thoroughly researched the options available in the market, we decided to opt for Intelligent Office. The reasons behind our decision were to have a system which is flexible, accessible from multiple locations, secure and of course reliable. It also needed to be user friendly with us also having access to a help desk/support.

So far we have been predominantly been utilising the compliance, commissions, electronic valuations and MI reporting functionality within the system. This has enabled us to provide a high level of support and services to our advisers and of course our clients. The fee and commission functionality is brilliant, with very little manual intervention required. This has given us peace of mind that the data is accurate and has also removed a lot of the headaches and administration burden that used to take up so much of our time.

The electronic valuations functionality has also enabled us to save so much time. From a click of a button, we are able to receive the latest units, unit prices, fund information, sector details and store historical valuations. Not only do we have this data internally, but this is then transposed into our client reports.

With this data fed from the providers, we know that our MI reporting will also be of good quality. The providers and plan types are pre-populated for us as well and this also aides quality data.

Intelligent Office has allowed us to provide a high level of support and service to our advisers. Fee and Commission matching is brilliant, with very little manual intervention required.

**Can we help you? T: 0845 230 3700**