

Case Study: MD Financial Solutions

mdfinancialsolutions

MD Pension Solutions are a firm of FSA regulated independent advisers based in Bournemouth, although we deal with clients throughout the UK. We are also part of the Mint Financial Planning Network of Financial Advisers, one of the most respected names in the modern world of financial services.

We knew that
the new solution
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efficiencies to the
business

Founded in 2009, we deal with a varying degree of clientele, ranging from individuals, directors and employers. To support our client bank, we have an array of providers available to satisfy any need. We are able to offer advice on a wide variety of issues relating to retirement planning and are able to help with the most complex of issues.

All of our team are fully qualified and individually regulated by the Financial Services Authority; therefore you can be sure that we will always operate to the highest of professional standards. As the majority of our business derives from referrals and introducers, we need to ensure that we have a slick, end to end process, which in turn will drive a better service offering to our clients.

As our business has grown we found our previous system, an Access Database, not capable to deliver the results. One of our main problems was the intensive manual processes required to run the database. Initial manual data collation and manual valuation retrieval were always large, time consuming undertakings. There were other shortcomings as well, especially in the management information



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Mark Clinton, Managing
Director says:

“I am delighted with our new system. It offers us the opportunity to add to our professionalism in many ways. The support we have received has been first class”

area where we found it was nowhere near comprehensive enough for our needs. To compound matters further, when we did experience issues with the system we had next to no support which was really frustrating. Apart from the negatives of the system, what we did find useful was the notes and tasks functionality which worked well. As we were reviewing new software vendors, we had benefited from task management in the past and we knew of the benefits, but we also needed enhanced functionality in other areas.

We initiated the research via the internet and found IntelliFlo amongst others from there. We place a lot of business across five large, well known providers and as a fundamental factor to our decision, we had to be confident that whatever system we selected, we could obtain electronic valuations from those providers.

On average, we would tend to generate twenty valuations and client reports per month, so we knew that the new solution would bring time efficiencies to the business. As well as the client review functionality, we also required enhanced management information reporting. Intelligent Office provides this and more.

There are over one hundred standard reports in the system, split between areas such as administration, marketing, commissions etc. We also have access to custom reporting, whereby we can tailor our own reports to suit our needs. We have found so far that Intelligent Office is easy to use and certainly user friendly.

That's not always the case with some systems, when you have access to a lot of functional items but not always sure how to use it, that itself, becomes a large issue. We have also embraced the scheduled valuations functionality within Intelligent Office. As we see our clients on an annual basis, we can now set up the schedule for each client and the system will upload the latest valuation data from the provider automatically. Not only does this save us vast amounts of time, but we also know that the data is accurate and eradicates human error.



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This data is then fed automatically into our client reports, which are far superior to what we had previously produced. These reports are comprehensive but not to the extent where our clients can't understand them, with plenty of aesthetically pleasing graphs included.

Since the inception of Intelligent Office we have seen too many efficiencies to mention. However, we have noticed that client relationships and retention have been enhanced greatly along with the other enriched functional items that make our day to day processes so much easier to administer.

Can we help you? T: 0845 230 3700