



## A Case Study

### AtlasFive® Revs Up Reporting in a Multi-Family Office

#### The Case

Ensuring timely reports and accurate insights based on up-to-date data is a fundamental yet challenging requirement for family offices of all types. For multi-family offices, finding a platform that streamlines reporting and provides clients ready access to investment and net worth information can dramatically improve profit margins and client satisfaction.

That's why a fast-growing MFO startup turned to Eton Solutions and its AtlasFive platform to regain control of its information and radically improve secure mobile access to that information for its clients.

With a focus on investment management, this multi-family office runs multiple proprietary investment funds that its clients can access. These funds include traditional asset classes and investments through a fund of funds approach into private equity and hedge funds. The client base consists of wealthy families of all types, including entrepreneurs, second generation beneficiaries, and foundations.

#### The Challenge

The office was in operation for approximately 18 months before engaging Eton Solutions. During those early months, it used another software provider with an outsourced approach to delivering client reporting. The office found that it had to devote significant resources to working with this provider to ensure data accuracy.

In addition, the outsourced approach to reporting resulted in an output with limited value. Although the technology provider produced client-facing reports, the office did not have ownership of and access to this data. As a result, individual departments maintained their own data in Excel and QuickBooks.

Ultimately, data validation and reconciliation became overwhelming: the data used for analysis and client meetings did not line up with what clients were seeing on a monthly basis. Office staff was continuously having to reconcile these differences.

#### AtlasFive to the Rescue

With the implementation of AtlasFive, all information stored across the office has been unified. Ownership and control of the data is back with the investment, accounting, client relationship, and compliance teams in the office, which can now present a unified vision to their clients. Across departments, family office teams are working with one set of data and creating consistent outputs.

#### 3 Challenges

- Outsourcing work reduces data accuracy
- Ownership of data is complicated when outsourcing
- Mismatched data consumes staff time to reconcile or (worse) erodes client trust

The benefits of ownership and control extends beyond client-facing reports. Manual calculations and custodian reconciliations are automated through the custodian integrations. Fund transactions are processed in-house, allowing the office to be the source of record for the investments it manages, rather than being dependent on third-party data for queries.

In addition, the office's clients now benefit from real-time data that's easily accessed. AtlasFive provides a client portal that has transformed client communication and information sharing. Clients can now log in to their portal anytime and anywhere and see meaningful groupings of their net worth, with real time updates and changes.

The office's clients are now using the client portal as the primary communication and information sharing tool with their client base. Eton Solutions built a custom report that had more features than a previously used version. Ultimately, the communication and information sharing that exists between the family office and the clients has been completely transformed.

This custom reporting feature in AtlasFive is especially unique because of its ability to combine customization (for clients) and simplification (for the office). For users in the family office, the process is the same for each client. However, the client portal is configurable so that output can be individually tailored for each user. The ability to provide a scalable and standardized procedure for all the clients in an office boosts staff productivity as well as client satisfaction.

The MFO in our Case Study found myriad other ways to maximize AtlasFive's offerings. The office limited hiring costs by utilizing Eton Solutions' services to help with fund accounting instead of hiring another professional. The office benefited from the simplified setup of entities and investors and the ability to take on new capital and manage migrations all within one system.

With their prior provider, the office continuously needed to reconcile data. Thanks to AtlasFive and Eton Solutions, the office now has a single, reliable source of truth, with greater control and ownership, and greater confidence and access to the data they need to succeed.

**Ready to rev up your reporting?**

**Schedule a demo today.**

**[www.eton-solutions.com](https://www.eton-solutions.com)**

*Eton Solutions is a software and services company founded to handle the complexities of servicing ultra-high-net-worth families. Created by family office leaders, Eton Solutions' flagship product is AtlasFive, an integrated platform with over \$425 billion in assets under administration that holistically aggregates and manages all your office's data, reporting, and workflow processes. With one source of truth, Eton Solutions leads family offices into the future by maximizing efficiency and minimizing errors and risk. To learn more about Eton Solutions and to request a demo of AtlasFive, please visit <https://eton-solutions.com/>.*



**ETON**  
SOLUTIONS