### The ViewPoint Solution
*A truly comprehensive solution designed with and for entity and wealth management professionals*

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### ViewPoint Support & Service
*A guide to the level of assistance available to you before and after implementation of ViewPoint*

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### Why Choose ViewPoint?
*When you choose ViewPoint you are buying into more than sophisticated business software*

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the ViewPoint solution

**Designed around the needs of you and your clients**

As a professional in the field of entity and wealth management you will find ViewPoint offers a single, highly sophisticated yet easy to use solution to help you optimise just about every aspect of your internal and client facing operations in the management of entities such as companies, trusts, partnerships, foundations and funds.

Think of a software solution built around the needs of entity and wealth management professionals.

A robust and comprehensive solution benefiting from over 15 years of continual refinement in real world applications.

A single, integrated solution for the management of all types of financial, legal and administrative data regardless of jurisdiction.

Easy to use for both managers and staff and across multiple sites.

Comprehensive pre and post implementation support as standard.

**Welcome to ViewPoint!**
Comprising four integrated areas of functionality, ViewPoint brings together a host of productivity enhancing features such as document and workflow management, powerful enquiry and reporting tools.

**Entity Administrator**
- Unlimited Jurisdictions/Entity Types
- Compliance and Client Due Diligence
- Entity Statutory Information
- Officers and Related Parties
- Share and Ultimate Ownership
- Meeting Management
- Bank Account and Asset Tracking
- Trust Beneficiaries and Distributions
- Standard, Customised and Ad-hoc Reporting
- Automated Statutory Form Production
- Automated Minute Production
- Safe Custody Management
- Workflow and Process Management
(See page 6)

**Document Manager**
- E-mail Integration
- Microsoft Office Integration
- Simple and Advanced Search Options
- Customisable Filing Cabinets
- Parameterised Indexing
- Document Generation
- Comprehensive Security
- Workflow Management
- Automated Storage
- Parameterised Audit Trail
- Optical Character Recognition
- Full Text/Key Word Searching
(See page 12)
**Practice Manager**
- Multi-Currency
- Multiple Service/Revenue Companies
- Draft/Pro forma/Posted Invoice Processes
- VAT/GST/Sales Tax Compatible
- Ad-hoc and Batch Invoicing
- WIP/Fixed Fee Invoicing
- Ad-Valorem Invoicing
- Time and Disbursement Recording
- Matter Management
- Purchase Ledger
- Government Fee Management
- Straight-through Processing to G/L
- Standard, Customised and Ad-hoc Reporting
- Workflow and Process Management
*(See page 8)*

**Client Accountant**
- Unlimited Account Files
- Multi-Currency
- Multiple Customisable Charts of Accounts
- Journal Scripts/Templates
- Valuation (inc. NAV) and Revaluation
- Pending and Draft Journal Options
- Bank Transaction Import and Posting
- Portfolio and Treasury Accounting
- Centralised Securities and FX Values
- Standard, Customised and Ad-hoc Reporting
- Workflow and Process Management
*(See page 10)*

**Note:** the functional components can be introduced as a complete solution, individually or in combination.
With over 15 years of continual development, ViewPoint Entity Administrator is more than a statutory data repository. It is a dynamic best of breed entity management solution capable of managing an unlimited number of entities of any type from any country.

**Entity and Client Information**
Entity Administrator provides users with an easy to use, business intelligence solution capable of maintaining a virtually limitless range of entity and client related information. Examples include client information, entity structuring, shares, officers, relationships, banking and the ongoing, day to day activities of clients and their related entities.

**Intuitive Interface**
Guiding users to accurately capture the correct information, Entity Administrator uses an intuitive entity model designed to prompt users with only the screens that are relevant to both the jurisdiction and the type of entity on which they are working.

**Document Generation**
To encourage accurate and timely document production an automated, event linked, document system provides users with appropriate documents for selection relevant to the actions undertaken. The comprehensive library of statutory forms, minutes, resolutions, administration and correspondence templates addresses the requirements of over 25 jurisdictions and can be expanded easily to include additional jurisdictions as required.

**Compliance**
Drawing on the needs of our international client base, the requirements for best business practice, compliance and client due diligence information data capture have all been given extensive focus within Entity Administrator.

Complementing the data capture abilities, other features such as automated document generation and advanced reporting capabilities provide users with the tools necessary to use the data in order to meet the demands of both internal reporting and regulatory compliance.

**Detailed Share Register**
The uncomplicated and easy to use share register provides users with statute based features to allow detailed but simple share management.

In addition to standard share management features, Entity Administrator has capabilities such as a fully multi-currency share register, multiple definable share classes, authorised/stated/no par value share capital types, various capital change features and call management.
Ownership and Structure Analysis
The Ownership and Structure Analysis feature enables users to examine structure details such as the officer and relation information using the internal chart generator or the expand/collapse drill-down options. Also available is a comprehensive range of direct and indirect ownership data. This includes top down or bottom up share ownership, interests, and beneficial ownership — all with the number and value of shares or units held and the diluted percentages displayed. This feature even integrates with Microsoft Visio to enable structure and ownership charts to be exported for easy customisation and circulation.

Managing Change
To minimise the work involved and at the same time ensure accuracy, the simple Global Change feature will update the entire database and prompt the user with the documents relevant to the changes or relating to commonly used data e.g. officer replacements, change of registered office, bank signatory changes etc.

Investment and Asset Tracking
Used to maintain summary asset and liability details and a simple historic transaction listing, the multi-currency Asset Maintenance function provides a snapshot view designed to help keep users informed of the past and current position of bank accounts, properties, chattels and investments.

Meeting Management
Whether it is a recurring or ad-hoc meeting for shareholders, directors/officers or an internal meeting – ViewPoint’s meeting management capabilities help ensure the organisation, notification, document circulation, holding and recording the outcomes of any type of meeting is as straightforward and simple as possible.
Practice Manager consists of three elements: Sales Ledger, Purchase Ledger and Time & Disbursements. Each element integrates with the others to provide you with a single comprehensive solution for the sales, purchase, time charging and recovery operations of professional wealth and entity management organisations.

SALES & PURCHASE LEDGER

Simplified and Accurate Invoicing
Building editable draft/pro forma invoicing and approval stages into the invoicing cycle helps eliminate both embarrassing invoicing errors and the unproductive time wasted resolving them.

To further simplify the invoicing process invoice templates, using pre-determined invoice lines, can be configured to provide users with consistent, accurate and efficient invoice preparation.

Recurring/Fixed/Ad-Valorem Fees
A key component of professional service and entity management invoicing in Practice Manager is the extensive range of easy to use but highly effective recurring, fixed and ad-valorem fee billing features. Examples include unlimited services, multi-currency billing, multiple matter fees, multiple fee levels, client specific fee schedules, government fee management options, pro-rated billing, multiple billing frequencies, advance or in arrears invoicing.

Matters and Projects
In addition to the standard capability of distinguishing between different projects/cases, ViewPoint Matters include a number of practical options to bring greater flexibility and control to billing operations. Examples include WIP management by Matter, multiple revenue/service companies, Matter specific invoicing currencies and credit limits, retainer fee and client cash management.

Debtor Analysis and Reporting
A variety of on-screen debtor analysis views, each offering a number of filters, provides users with instant access to both summary and detailed sales ledger information.

Using Microsoft Word or Excel based reporting options, debtor statements can be configured to match the exact detailed or summarised information needs of the organisation.

Batch debtor statement creation and automated e-mail despatch options allow you to take debtor management efficiency still further.

Settlements
To accommodate the reality that settlement amounts are often incomplete or are for multiple invoices, a number of useful options have been made available to support settlement entry. These include options such as settlement by invoice line, multiple invoices by billing file and/or multiple invoices by client.

Government/Third Party Fee Management
This facility has been designed to bring efficiency and clarity to the often complex, time consuming collection and disbursement of government and third party fees etc. The Fees Payable feature tracks advanced government fee invoicing, recovery, arising penalties and the goodstanding of entities.

VAT/GST/Sales Tax
Practice Manager offers a range of service and client configuration features to enable service providers to simplify the management and reporting of VAT/GST/Sales Tax.
TIME & DISBURSEMENT RECORDING

Flexible Services
The availability of a variety of chargeable service types, such as time charge by user rate and time charge by job rate, not only enables accurate user and departmental productivity analysis but helps optimise user derived revenue.

Productivity Management
To encourage diligent time recording and enable individual/team performance analysis, daily productivity targets relating to overall time, chargeable time and derived revenue can be set for each user.

Multi-Tasking
Recognising that users are often interrupted whilst working on one file to answer a query on another, the optional automated multiple stopwatch feature allows users to keep track of time spent on multiple files.

Disbursements
‘Out of Pocket’ expenses, for example telephone, postage and travel expenses, are easily recorded and efficiently recharged with an option to automatically add a premium to recover administrative overhead.

Delivering Management and Control
A variety of ‘supervisory’ features, such as WIP approval and adjustment options including mark up, mark down and file switching, bring added control to the WIP charging process and help ensure that WIP is accurately charged and invoiced.
**Client Accountant** is a multi-currency solution designed for businesses requiring efficient maintenance of accounting records and production of reports and statements for an unlimited number of entities under management.

**Accurate Journal Entry**
Customisable Journal Scripts pre-populate the journal lines of commonly used accounting entries for easy and consistent posting. This increases productivity and virtually eliminates erroneous entries in the bookkeeping process.

**Integrated Sub-Ledgers**
Integrated sub-ledger types for banking, fixed assets, tax, debtors, creditors, securities, share and unit holders and investments segregate primary account types for easy account maintenance.

Assets and liabilities are recorded in their respective source currencies and values, making journal entry, review and reporting of individual accounts straightforward and efficient.

**Transaction Import and Processing**
To improve the efficiency and accuracy of the reconciliation and bookkeeping processes, electronic transaction files provided by banks and brokerages can be imported into Client Accountant. Imported transactions which have a corresponding existing journal entry are immediately matched and reconciled. By using client definable rules such as journal script assignment, unmatched transactions are automatically processed to create pending or draft journals.

**Payment Processing**
With features such as pre-defined banks, payees, approval cards, bank export configuration, payment release and electronic batch transmission to banks for outward payments, both the payment processing and bookkeeping operations can be accurately and efficiently controlled.

**Trust Accounting**
Client Accountant supports trust accounting requirements by allowing the accountant to apply capital and income segregation to a chart of accounts, journal entries and revaluations.

**Charts of Account Templates**
An unlimited number of charts of account templates can be created and centrally stored. Each chart may be individually customised once assigned to an account file. This provides both efficiency and flexibility when setting up new accounts to meet clients’ specific requirements.

**Reporting**
Client Accountant employs a highly customisable library of Microsoft Excel reports to generate all essential financial reports (including journal vouchers, trial balances, profit and loss reports, cash flow statements, consolidation reports, financial statements and management accounts). Extracting data directly from Client Accountant, the reports optimise Excel’s highly flexible formatting, formula and dynamic charting capabilities to provide a library of powerful and practical report templates.

**Variable Posting Window**
The flexible journal posting window allows managers to restrict postings to specific financial periods, or to make multiple financial periods available for journal entry.
Exchange Rate and Market Price Imports
Exchange rates and securities market prices can be easily imported into centralised repositories via pre-formatted Microsoft Excel spreadsheets.

Enquiry
Enquiry gives an instant and comprehensive overview of account balances over selected periods and ledgers. The drill-down features allow individual transactions and related journal lines to be viewed for selected accounts. Draft journals can also be edited from the enquiry screens. Global Enquiry provides a view of where common sub-ledgers such as banks and securities are used throughout the module. This cross-account and cross-ledger view gives users instant access to management information, for example a listing of all accounts, balances and values where a particular security is held.

Net Asset Value (NAV) and Portfolio Valuations
Daily real time valuations including NAV details can be instantly created, stored and exported to Microsoft Excel or sent directly to the printer. Valuations can be calculated across the entire chart of accounts with the user having the option to exclude specific sub-ledgers and sub accounts from the process. The integrated share and unit holder sub-ledger incorporates the ability to instantly calculate the NAV per unit and unit holder.

Central Securities Master
In line with the Master File concept, the Securities Master is a single reference point for securities information including corporate actions and current and historic market values. This provides the ability to update details of master security records and have changes immediately reflected in multiple sets of accounts, further reducing the need for journal entries to be created manually.
Addressing the key requirement for successful document management, ViewPoint Document Manager offers you a simple and intuitive solution for document storage and retrieval together with a host of practical features including document generation and task and workflow management.

**Storing Documents**
With features including automated document recognition, standardised index templates, document drag and drop, direct import and seamless integration with standard applications such as Microsoft Word, Excel, Outlook and Explorer, Document Manager is designed to ensure easy, accurate and consistent storing of documents in any file format.

**Document Retrieval**
With options ranging from simple, context based searching to more advanced parameterised and content based techniques, users can find documents instantly avoiding wasted time looking or waiting for files.

**Letter and E-mail Generation**
Together with its batch option, Document Manager’s correspondence generator provides users with a selection of dynamic correspondence templates (including e-mails) which can automatically insert system data such as recipient details, debtor summaries etc. into the document being generated.

**Scanning**
The simple integrated scanning tools support both workstation and network scanning for individual and batches of multiple documents. Additional more advanced functionality includes assignment of automated indexing options, optical character recognition and, supporting the 4-eyes principle, an automated carbon copy image assignment feature.

**Optical Character Recognition**
Making the indexing of documents as efficient and accurate as possible, recognition of a system assigned reference enables images to be indexed and stored automatically.

Additionally, OCR can be used to recognise the content of a variety of documents, providing users with a powerful, system-wide content searching capability.
Workflow Management
Task Management allows you to create and categorise general and document specific tasks, which can be assigned to other users’ personal ‘task in-tray’. The ability to view and reassign work enables performance monitoring and ensures that important jobs are not overlooked.

Document Security
Sophisticated yet unobtrusive security technology allows the access rights for each user to be carefully controlled, providing access to only those documents or document types for which authorisation is granted. In addition to access security, a number of iteration control features – including a check-in/out feature – help protect the authenticity of documents.

Flexibility and Consistency
Every organisation’s document storing requirements are different. The cabinet structure and indexing criteria are completely customisable, allowing storage and retrieval requirements to be adapted to the unique needs of your organisation.

E-mail Integration and Recognition
In response to the fact that e-mail is now the most common form of correspondence, Document Manager comes with a range of e-mail integration features which include e-mail generation, index wizards and a recognition feature that proactively prompts users how to accurately and consistently index e-mails.
The tools you have available to manage workflow within your organisation can have a significant impact on productivity as well as allow you to service clients more effectively and maximise client satisfaction. In addition to the operational workflow features that are an intrinsic part of the design, ViewPoint offers a variety of integrated dynamic workflow capabilities that can open up a whole new range of possibilities in defining and managing your own organisational and user workflows.

Workflow Libraries
ViewPoint Workflow templates not only provide users with invaluable step by step guidance on who needs to do what and by when, they also provide a mechanism for organisations to ensure that day to day operations are consistently undertaken in a pre-approved, risk assessed manner.

Client Definable Steps
Reflecting operational reality, each Workflow template consists of a series of sequential steps. The steps are more than just a series of simple instructions, as each one can be configured to provide guidance for users on exactly how to undertake a task and also capture supplemental information required by subsequent users in the workflow or for audit purposes.

Screen Integration
To accurately and efficiently guide users on exactly what data is required for each particular process each workflow step can be configured to either replicate the data entry fields of a particular screen or navigate the user to the appropriate screen.

Intuitive logic
The defined Workflow steps use an intuitive logic, which makes this feature much more than a passive, computerised procedure manual. The logic is condition based and is crucial to building dynamic workflows that change in content depending on user updates, for example: if X then step 4 is prompted, if Y then step 8 is prompted.
Scheduling and Monitoring
Workflow steps not only help guide users through tasks to ensure greater efficiency and accuracy but also provide an effective mechanism to schedule incoming work and monitor the progress of ongoing projects to ensure team members are working at optimum, whilst helping to identify potential bottlenecks at an early stage.

Simple User Interface
Individual Workflows can be presented visually using a simple flowchart view allowing details of the respective user’s progression through the defined steps to be rapidly assessed.

E-mail Reminders
Users can opt to receive e-mail updates in respect of assigned workflows. The e-mail updates can include reminders of new and outstanding workflows or steps thereof.

Other Task Orientated Features
In addition to ViewPoint Workflows there are a number of other task orientated features available within ViewPoint. These include the Automated To-Do List, File Notes, Master File and Document Tasks, and the Checklist features. These features all provide user-assigned scheduled task capabilities that are viewable from a single interface.
The Client Servicing Portal is a secure platform for your clients that goes beyond enabling online access to data, allowing authorised users to upload documents and initiate both ad-hoc or standardised service requests.

**Client Self Service**
The Portal provides clients and intermediaries with an on-demand gateway to selected and approved entity, relationship information and documents residing in your ViewPoint system.

**Collaboration**
Rather than simply providing a one way interface for clients to access information, the ability to upload data and documents via the Client Servicing Portal provides an efficient and auditable mechanism for clients and service providers to collaborate on tasks and projects.

**Client Service Request**
Clients have the ability to initiate a range of administrative service requests by choosing from a library of parameterised tasks. On selection, the service request prompts clients to enter any necessary information or upload any supplementary documentation required by the service provider to complete the request.

**Workflow Tracking**
The integration of client service requests with ViewPoint Workflows allows clients to view the component steps of each service request. As a result, clients can monitor the progress of service requests and obtain realistic expectations of scheduled completion dates.

**Messaging**
The Portal provides a centralised messaging hub which can either work in conjunction with e-mail applications such as client specific e-mail distribution lists, e-mail updates on task movement, etc.; or provide a secure alternative communication channel using internal instant message creation and assignment tools.
Integration
The portal integrates extensively with the service provider’s core ViewPoint environment. The scope of the integration can extend to accessing multiple ViewPoint environments, thereby providing users with a single platform to access otherwise globally disparate data.

Security
The Client Portal is a secure platform utilising standard internet SSL security technology. Additionally it contains only data and documents that have been specifically authorised for sharing with the client.

Audit Log
The Portal offers a configurable audit trail enabling the service provider to select what user activity is to be maintained in the audit trail.
As the pace of technology change is ever increasing, the users of core business solutions need to be able to trust their solution partners to appropriately use that technology in a realistically sustainable manner.

ViewPoint takes this responsibility seriously and is constantly looking to the latest technologies and trends to ensure that our solutions are developed to be ready for when future technologies become the convention.

**Architecture**
The state of the art application server technology utilised by ViewPoint provides clients not only with the latest network access to ViewPoint, but also with the opportunity to utilise 'thin client' options so that ViewPoint can be accessed as either a standard network solution or securely via the internet or intranet.

**Compatibility**
By using the Microsoft .NET framework as the basis of our development environment our clients have the assurance that ViewPoint is and will continue to be compatible with the mainstream technologies including Microsoft Windows and Office.

**Scalability**
In addition to offering advantages such as minimal workstation configuration and low cost of ownership, the application server architecture design of ViewPoint is highly scalable to provide the virtually unrestricted capacity for ViewPoint to grow as your organisation grows.

**Integration**
The application server provides the option to integrate the ViewPoint solution with cloud services, electronic messaging, and bespoke interfaces. This applies to virtually all functional areas within the application.

**Supportability and Sustainability**
We understand that there are many reasons not to rush into implementing the latest release and technology. This is why ViewPoint has always been committed to the ongoing support of its previous version for many years after it has been superseded.
managing information
and reporting

Just as ViewPoint enables you to capture a virtually limitless range of information, its powerful management information and reporting tools also provide you with a sophisticated range of options when it comes to viewing and extracting data.

On-Screen Analysis
ViewPoint’s on-screen analysis views provide users with instant information supported by drill-down functionality that traditional reporting cannot match.

A much liked example of the on-screen analysis capability is the Relationships viewer. This provides users with a summary view of either all records related to a selected record (e.g. family members) or all records with which the selected record is linked (e.g. directorships).

Screen Export
Again offering instant access to information in highly versatile formats, the optional screen export feature enables users to copy the details of a screen to their clipboard and then insert the data into other applications, such as Microsoft Word, Excel or Outlook.

Enquiry Features
With its drill-down capability, the unique, cross-module Enquiry tool provides users with a single access point from which they can acquire a complete view of just about every conceivable piece of information relating to a selected record.

Standard Management Reports
To assist with management and control in relation to key functional areas, a varied selection of best of breed, standard, non user editable reports is available across all areas of the ViewPoint environment.

Designed to provide users and management alike with instant, easily digestible overviews of any aspect of the business or system operation, the reports can be configured from a comprehensive set of criteria to achieve optimisation of content.

Microsoft Word and Excel Reports
Utilising Microsoft Word and Excel as the format for many of its easily customisable report templates takes ViewPoint reporting beyond traditional lists of data. Users have the opportunity not only to generate reports in formats most useful to them, but also to access the features of these applications (e.g. formatting, formulas and functions) within the template itself. Examples of reports include Entity Registers, Debtor Statements with Aged Analysis, Financial Statements.

Custom Reporting
Providing exceptionally powerful ad-hoc reporting capabilities, ViewPoint Custom Reports include a system-wide range of report views (available fields, selection criteria and filters) that offer users a literally infinite range of reports.

Once happy with a report format, users can opt to save the report design as a template for future use, and with the ability to export report results in a variety of formats, Custom Reporting constitutes a truly powerful reporting option.
ViewPoint

service and support

A guide to the comprehensive level of assistance available to you before and after implementing ViewPoint
IMPLEMENTATION

The ViewPoint Implementation Plan (VIP)
The VIP presents a structured approach to client implementation, whether large or small, to help make the process as straightforward and stress free as possible.

- **Initiation**
  Setting the scope and organisational aspects of the implementation including the personnel, time frame, key deliverables, budget, data conversions etc.

- **Discovery**
  A ‘Where Now’ and ‘Where To’ consultation and analysis exercise to collate, review and understand both current organisational processes, practices, needs, legacy system limitations and any future requirements that ViewPoint can deliver.

- **Preparation**
  Configuring and optimising ViewPoint’s client derived, best of breed standard environment to match the specific solution, document and process needs and nuances of each organisation.

- **Implementation**
  Plan, structure, train, test and go live to create a positive first impression and minimise natural resistance to change.

- **Post-Implementation Review**
  Working directly with the day to day users to efficiently identify areas of potential configuration improvement.
SUPPORT AND MAINTENANCE

Annual Support Package
All ViewPoint software licences include an annual support package, incorporating:

- **Telephone Technical Assistance**
  Immediate and direct telephone contact with your locally based technical support team.

- **E-mail Technical Assistance**
  Instant access to your local technical support team via e-mail.

- **Remote Desktop Assistance**
  With a user’s permission, ViewPoint support resources can connect to their workstation directly using a secure internet connection. This allows support queries to be reviewed immediately and, if the query is training related the solution can be demonstrated immediately.

- **Interactive Resources**
  In addition to a structured training program, we offer a range of interactive help and training resources that allow users to immediately find the answers to their queries.

- **Program Updates**
  We offer regular software updates to keep your software up to date with changing technologies. Details of all updates are available from your local ViewPoint representative, who will also be happy to assist with implementing the upgrade.

- **Proactive Alerts**
  Our software will notify you whenever an operating problem arises. The notification is created automatically by the system and you can choose to e-mail or fax this to us with your comments or additional observations. You can also create your own message for the ‘wish list’.

Additional resources

**Website www.goViewPoint.com**
In addition to providing more detailed information on each of the ViewPoint solutions and how they can be of benefit to you, the ViewPoint Website gives you access to the details of our international network of sales and support centres, regular product and general news updates and an access point to our online remote desktop support services.

**Subscribe to ‘The View From Here’**
Our newsletter contains information on new features, interviews with clients and other jurisdictional information.
CONSULTANCY

ViewPoint’s consultancy services give you access to advice and guidance from highly trained professionals with excellent knowledge of our products and our clients’ businesses.

• Installation
  ViewPoint’s experienced consultants are available to carry out full installations or guide internal IT personnel through the installation process.

• Data Conversions
  Converting and migrating data from outgoing legacy systems can be an important and cost saving aspect of the implementation process. We offer substantial experience in this area, having undertaken conversions of many different systems from all over the world, and our consultants are available to guide you through every stage of the process from planning through to acceptance and go-live.

• Product Interfaces
  ViewPoint consultants can advise you on how to link ViewPoint to other software programs for data sharing. For example, linking our Client Accountant program to a General Ledger Accounting program or Banking System.

• Training
  Whether it be initial or refresher based, good quality training is the most effective way to ensure users are able to get the most out of ViewPoint in their daily operations. With this in mind, our international network of consultants can deliver the standard, structured user training program, or work with you to develop a specific program for your organisation.

• Solution Optimisation and Customisation
  A key attribute of ViewPoint is that it is highly configurable. Whether it be pre implementation as part of the configuration process, or post implementation as an optimisation project, ViewPoint consultants can offer experience and detailed system knowledge to help organisations realise the full potential of ViewPoint.

• Q&A Sessions
  Even after extensive training, questions always arise. Gather all your questions, issues and proposals concerning ViewPoint and have a ViewPoint consultant visit you for a Q&A session.
why choose ViewPoint?

When you choose ViewPoint you are buying into more than sophisticated business software

When making a business software investment that will significantly affect the day to day running of your operations, you need to know the developer is behind you every step of the way, not just in terms of initial product support, but with the resources and infrastructure to stay the course and a commitment to innovation and development over the longer term.
‘ViewPoint aims to substantially improve the operations of its clients by delivering value for money solutions at a reasonable cost of ownership’

ViewPoint focuses on the following areas:

- Client information and relationship management
- Entity management of companies, trusts, partnerships, foundations and funds
- Compliance and Client Due Diligence Management
- Workflow and process management
- Document and e-mail management
- Sales ledger, debtor and recurring fees management
- Purchase ledger, creditor and expense recovery
- Time and disbursements management and recovery
- Accounts preparation for clients, including capital and income segregation for trust accounting
- Fund, treasury and portfolio accounting
- Share and unit maintenance and reporting
- Flexible generation of statutory forms, minutes, resolutions, correspondence and other documentation
- Bank transaction management
- Meeting management
- Comprehensive and flexible reporting capabilities
about us

Founded in 1994, with the introduction of Administrator and only a handful of clients, ViewPoint has grown to be a world leading, holistic and best of breed solution for entity and wealth management professionals and private client practitioners the world over.

Core to the growth of ViewPoint is its resolute commitment to ensuring client satisfaction – evidenced below with just a few examples.

- Responding to the dynamic nature of the industries of our clients and to ensure our solutions are always relevant, ViewPoint technological innovation and product development is constant and client-driven.

- Virtually all new ViewPoint clients are either previous users of ViewPoint or are positively referred by existing clients.

- ViewPoint’s global network of sales and support centres provide clients and users with quality, value for money, professional and experienced resources with local industry and cultural knowledge.

- ViewPoint is a Microsoft Gold Partner and in recognition of the quality of our support service capabilities we have been awarded the prestigious international ISO20000 IT Service Management standard.
why ViewPoint?

Comprehensive Solution
A single integrated solution that encompasses business needs of entity and wealth management professionals and private client practitioners.

International Presence, Local Awareness
Relied on and trusted daily by over 5,000 users in more than 40 jurisdictions that are supported by 14 international sales and support centres.

Client Centric Design
Designed in partnership with our clients to incorporate best local and international business practices.

Delivering Efficiency & Productivity
Capitalising on standardisation, automation and accuracy yet offering flexibility ViewPoint is proven to significantly increase user and operational efficiency and productivity.

 Highly Customisable
From interface to field configuration to document output - every aspect of ViewPoint is easily customised to provide complete synergy with each client’s individual requirements.

Technology
ViewPoint utilises the latest Microsoft technologies to help ensure ongoing interoperability with other applications.

Professional Team
Dedicated team of professional software developers, qualified accounting, company secretarial, legal professionals and consultants.

Proven Track Record
Proven track record of delivering the highest quality support and continuous solution development.

Scalable
Scalable from one to a virtually unlimited number of users and records.

Outstanding Value
ViewPoint is committed to ensuring both its solutions and services represent outstanding value to clients.
ViewPoint is the trusted core business solution for more than 500 organisations, represented by in excess of 5,000 users in over 40 countries around the world.

Vital to supporting such a global client base ViewPoint offers 14 international sales and support centres each providing support, training and consultancy services to help clients optimise their use of the ViewPoint solutions within their organisation.

The flexibility and comprehensive scope of ViewPoint’s solutions has made them the preferred choice for a wide variety of organisations, below is a summary of the profiles of our clients.

<table>
<thead>
<tr>
<th>Client Profile</th>
<th>Single Jurisdiction</th>
<th>Multiple Jurisdictions</th>
<th>Over 100 Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Trust, Company and Entity Managers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Law Firms and their affiliates</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Accounting Practices and their affiliates</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Banks</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Fund Administration</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>PLCs</td>
<td>✓</td>
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</tbody>
</table>

For details of the clients in your jurisdiction, region or industry segment please contact your local ViewPoint representative – see [www.goviewpoint.com](http://www.goviewpoint.com) for details.
A summary of tangible benefits ViewPoint can bring to your organisation

Relationship Management
To facilitate better client servicing and more informed decision making, ViewPoint provides not only detailed entity and client relationship views/reporting, but also offers global relationship views for any individual, entity or third party.

Administration and Workflow Management
The definable and auditable Workflow capabilities enable pre-approved and risk assessed processes to be defined. These defined Workflows not only help mitigate operational risks, but also provide management and users with high level and detailed views of both current and future workloads in order to provide accurate scheduling and timelier client servicing.

Management and Control
Complementing the Transaction and Workflow Management capabilities, ViewPoint offers a range of security and audit trail features to define exactly which users can access what records and the features they can use for each record.

Contact Management
Avoiding the inefficiencies of data duplication and promoting record accuracy, ViewPoint utilises a centralised Master File concept, which in addition to compliance and client due diligence information, also provides a single user reference point for all the past and present addresses and contact details of every person, intermediary, third party and managed entity maintained within the system.

Compliance, Client Due Diligence and Risk Management
In addition to capturing static client due diligence data, ViewPoint also provides a variety of tools, such as definable workflows, standardised document outputs, template-based and advanced ad-hoc reporting and customisable configuration to help simplify and clarify compliance and risk management operations.
Output Management
ViewPoint’s highly customisable and automated Microsoft Word and Excel based template generation system provide organisation-wide, accurate and consistent documentation.

With the potential scope of the template design and content being virtually limitless, the standard libraries offer hundreds of best of breed templates, including statutory forms, minutes, invoices, business documents such as share certificates and a range of letter, fax and e-mail templates.

Operations Management
Record creation, service configuration, WIP management, batch invoicing, document templates, straight through journals – all examples of features within ViewPoint that help service providers to streamline their internal processes by promoting automation, standardisation, consistency and accuracy.

Document Management
In addition to providing an excellent business continuity tool, ViewPoint Document Manager is also a comprehensive solution that offers a range of features – such as e-mail recognition, automated indexing, template based correspondence generation and workflow management - to help streamline every aspect of document management.

Meetings Management
Whether it be ‘board pack preparation’, meeting notice distribution by e-mail, post-meeting minute production or follow-up action scheduling, ViewPoint offers a complete solution for the meeting management lifecycle.
<table>
<thead>
<tr>
<th>Europe</th>
<th>The Americas</th>
<th>Asia</th>
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<tbody>
<tr>
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[www.goviewpoint.com](http://www.goviewpoint.com)