

Opus Fund Services

Judging by its results this year, with all categories showing measurable increases over good 2020 scores, Opus is back on top form. All category scores are comfortably above the survey average. Even Price, which is often in the bottom quartile of most surveys when it comes to satisfaction, gets praise. “Opus is by far the most competitive on price for the handful of administrators we initially contacted,” says one client. “Fees are very clear, consistent, and transparent. No surprises.”

Recent innovations at Opus includes the launch of Symphony 3.0, a major release of its Symphony client portal with new straight-through functionality covering requesting wires, on-boarding investors, approving NAVs, and remediating breaks, with real-time analytical tools.

For investors, it has launched Investor Portal 3.0 a new functionality with real-time, on-demand investor statement generation with dynamic live data from Opus’ systems. This should further enhance appreciation of its Investor Services – another area where scores suggest it is already ahead of the curve.

The impression gleaned from reading client comments from across the various categories is of a firm that provides efficient and personalised service. “Each of the teams is super responsive,” says one client. “Treasury, Investor Relations, Financial Reporting, etc. all just get the NAVs done without drama. It feels like a team effort. And when a curve ball comes along, the appropriate team tackles it head on and solves the issue.”

Another respondent points to the quality of accounting: “I am very happy with all the various teams at Opus which I work with. The Portfolio accounting and fund accounting teams are extremely knowledgeable and efficient in reconciling and preparing all aspects of the fund administration that they are tasked with. In addition, the client service team I work with is readily available for calls and immediate needs that come up.”

Category	Vs Global (%)
Price	17.2
Investor Services	12.8
Fund Accounting	12.0
KYC, AML and Sanctions Screening	8.7
Reporting To General Partners	8.6
Reporting to Regulators	4.1

Category	2021	2020	Difference
Client Service	6.79	5.83	0.96
Fund Accounting	6.79	6.23	0.56
Investor Services	6.60	5.83	0.77
KYC, AML and Sanctions Screening	6.74	6.25	0.49
Middle Office Services	6.71	6.25	0.46
On-boarding	6.72	6.23	0.49
Operations	6.67	5.78	0.89
Price	6.60	5.55	1.05
Reporting to Auditors	6.67	6.09	0.58
Reporting to Investors	6.65	6.36	0.29
Reporting to Regulators	6.14	5.67	0.47
Reporting to the Manager	6.60	5.83	0.77
Reporting to Tax Authorities	6.60	6.50	0.10
Overall Average	6.64	6.03	0.61

*Rounding to two decimal places may result in minor discrepancies in the Difference column of up to 0.01.

