

CASE STUDY

Champlain Investment Partners Burlington, VT

AUM: \$5.13B

TESTIMONIALS

Mary E. Michel:
Partner/Client Service

Assette software is extremely flexible. We can continue to deliver customized client reports and presentations, and give our clients the information that matters most to them. The whole process is more efficient and frees us up to focus on quality, not production.

Wendy N. Nunez:
Partner/Chief
Compliance Officer

As the firm's Chief Compliance Officer, I'm always concerned with consistency and quality control—CCOs do not like surprises. With Assette, there are no surprises.

Background

Champlain Investment Partners is an independent, employee-owned asset management firm located in Burlington, Vermont. They serve a diverse group of investors, including corporate and public pension plans, health care and religious organizations, endowments and foundations, Taft-Hartley plans, family offices, and colleges and universities. The firm has been using Assette's client reporting and presentation products since 2011.

Problem: Customized Client Report Process was Labor-intensive and Error-prone

Champlain's personalized client service helps them develop enduring client relationships. Their client communications reflect this approach: highly detailed and customized. However, the production process was laborious and vulnerable to human error. By 2010, Champlain knew they would need to automate if they wanted to maintain their high service standards, but they did not want to sacrifice their customized approach.

Solution: Automate and Support Customized Reports and Presentations

Champlain is a small firm, so an in-house solution was not an option. Their challenge was to find a full-service vendor who could automate the process and support Champlain's tradition of highly customized client reports. Champlain set a high bar when evaluating vendors. The provider would need to integrate seamlessly with their existing systems, be flexible enough to allow Champlain to produce customized client reports and presentations, and provide a full range of products and services. Champlain chose Assette because, according to Wendy K. Nunez, Partner and Chief Compliance Officer/Operations, they "integrated well, had prior experience with our accounting and attribution systems, and their pricing was good."

Outcome: Faster, More Attractive Reports and Presentations

With Assette, Champlain has been able to eliminate manual processing and pay more attention to the quality of information being presented in the reports. "The process is faster and less labor-intensive. We have more time to make sure clients get exactly what they want. Now we can focus more on quality," says Nunez.

Client presentations and sales pitch books have also benefitted from automation. Over time, the style, typeface and font sizes used in presentations varied depending on who created the materials. To ensure consistency in messaging and format, Champlain rolled out a new branding campaign in tandem with implementing Assette. The brand standards define the "look and feel" of presentations and reports, and Assette has automated the production process. Now, Nunez notes, there is "consistency of application." Champlain's brand identity is reinforced through a professional look that is carried through all reports and presentations.