



# The View from Here

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## Value added benefits of ViewPoint Software

Interview with Rolf Heemskerck, Managing Director of ViewPoint Software for Business.

### ViewPoint regularly adds new functionalities to their solutions. Is this a continuous effort?

Yes it is. We have our long-term development plan which covers new complementary modules and technology. At the same time, when we do implementations for new clients (in new jurisdictions/businesses), we evaluate how we can include their specific requirements in the standard solutions. Last but not least we take our existing clients' wishes into account. All these are reviewed and prioritised regularly by our development team and support network to ensure high customer satisfaction levels.

### Could you provide us with examples of new developments?

Other than adding more functionalities to the existing modules (several are featured on page 6) we carry out web development, adding XML integration features and electronic filing (where introduced by the authorities) to our software. Furthermore we continue to include statutory forms and other documents of existing and new jurisdictions to our document libraries as well as extending our solutions to new business areas; for example we recently integrated fund accounting and management.

### Are new features and functionalities available to your existing clients as well?

Yes, they are. All our clients run the same core software which can be easily upgraded to new releases, with the upgrade program automatically carrying forward any specific client customisations. Upgrades are part of the annual maintenance and support package and as such new functions and features become available to every existing client without incurring additional charges.

### How do clients get the necessary support to carry out upgrades and obtain training?

We have sales and support centres in 12 countries. Clients can refer directly to a consultant in their jurisdiction who is trained on the most recent developments. A local consultant typically has knowledge of the local business requirements and is a more cost effective resource. To ensure that they keep up to date with our solutions we have conferences, an extensive support web site and a knowledge base.

### What should clients do when they are not sure about certain functionalities, or if they find a useful functionality missing in the program?

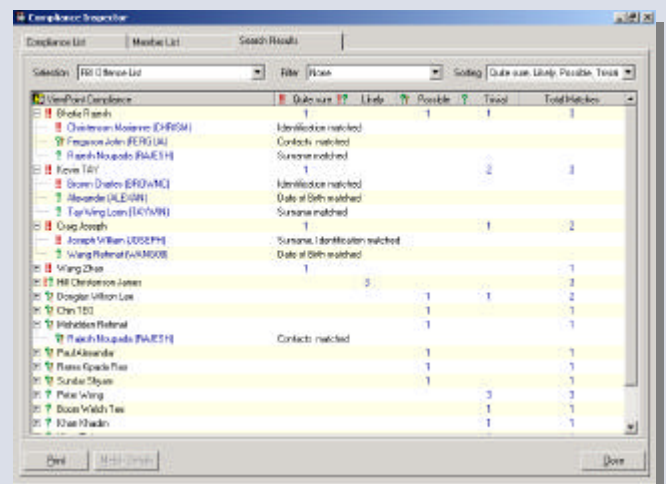
All modules have a help function (F1) which will answer most questions. In addition there are training notes, cue cards and tutorials. However, should cli-

## Compliance Inspector



ViewPoint introduces the perfect solution to substantially reduce your compliance risk exposure and help you to do business with integrity.

It has become increasingly important to know who your clients are. Companies have to be wary of all kinds of individuals and entities involved in illegal activities.



ents need further assistance they can contact their local support office. If our solution does not include the function required our consultant adds the wish to our support log. In some cases where the functionality is client specific and important to their operations, we develop a customised feature integrated with their existing ViewPoint implementation.

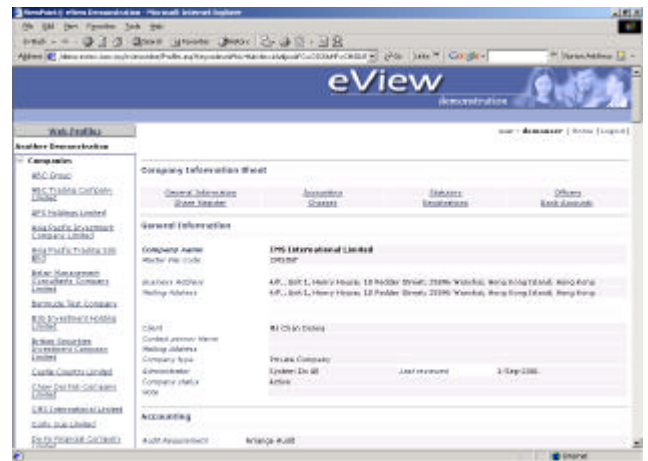
### Can clients develop their own program or integrate the ViewPoint database with other systems?

Yes, they can. Our database architecture is open and based on the most commonly used database standard (relational database model eg Microsoft SQL Server, Oracle, Sybase etc). When requested we provide our clients with the technical documentation and support. Further we have various 'Application Program Interface' (API) calls in our solution that clients can use for their own development or integration with external systems.

### Is there anything else you would like to mention?

We consider client feedback as the most important source for our future direction! If you have feedback on how to improve our support or on the developments you would like to see next, please contact your local support centre or e-mail me directly, your input is much appreciated! (r.heemskerker@viewpoint.com.my)

## Our web based solution: eView



**eView** adds Internet access to ViewPoint solutions. It enables you to provide others with controlled and secure online access to information through an Internet browser. Based on web page templates and profiles, eView is fully customisable in terms of content as well as web look and feel.

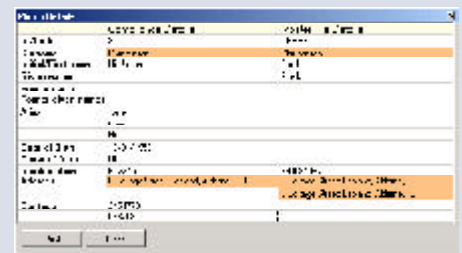
Have a look on our demonstration website:

<http://demo.eview.com.my>

Compliance Inspector gives you the chance to counter-check your ViewPoint Master File details with existing offence lists furnished by authorities.

It gives you the choice to either enter details of the members of offence lists directly into the program or import external Microsoft Excel files.

Compliance Inspector assists you in checking on matches between your Master File details and an offence list for one classified member of the list or the entire offence list.



The system will then show you the matches between your ViewPoint Master File details and the imported offence list in a four ranking scale (quite sure - likely - possible - trivial). Details of the matches are highlighted and displayed on a separate screen.



## Sanlam Trust Ltd. and ViewPoint

**Sanlam Ltd., originally founded in 1918 as a life assurance company, has evolved through the years and is now a multi-service, world-class financial institution. Sanlam Trust Ltd. was established on 1 August 1996 and now has close to 4000 clients. Sanlam Trust drafts wills, administers deceased estates and manages trusts. The founding of Sanlam Trust forms a vital link in the chain of services Sanlam offers.**

In February 2002, Sanlam Trust (South Africa) implemented ViewPoint's Client Accountant and Trust Administrator. ViewPoint talks to Hennie Jordaan the Senior Manager of Sanlam responsible for the implementation of the new software package.

VP: How did you first come to know about ViewPoint?

HJ: A friend who works for another Trust Company in Europe recommended ViewPoint roughly two years ago and that was when I started the investigation. Of course I met with basically all the other major trust companies in South Africa and our IT department also did a considerable amount of research for me. We had a look at about five different companies and the solutions they offered.

VP: After reviewing the different packages why did you choose ViewPoint Trust Administrator and Client Accountant? Was the price a concern too?

HJ: We made a list of all the features we would like to have in a package, using our old system as the basis, we then added to that our wish list. ViewPoint matched very close to 90% of the whole list. Some of the other companies did not even complete the questionnaire and some of them couldn't get even up to about 50%. The other company which came very close to our requirements was way too expensive.

VP: What would you say is the key requirement of a Trust Management Package for your line of business? How well does ViewPoint meet this requirement?

HJ: ViewPoint met all major requirements except for some integrations. For instance, the banking for beneficiaries had to integrate with our electronic banking system, and global transactions. Specifically on the dividend side we required that you enter the dividend on a global basis and the journals feed down directly to the individual trust. ViewPoint added it in to the final package that we've got.

## Fund Management

**With the input of our clients we have further enhanced our software with features to support Funds for both accounting and statutory management.**



In the **Client Accountant** module you can now find specific fund requirements such as:

- Integrated sub-ledger for Unit Holders with a new journal transaction screen for subscriptions and redemptions.
- Statements for the Net Assets Value and Unit Price calculations on book and market valuation with automatic update to the daily price file.
- Client statements in various formats.

VP: In general how would you compare the situation before ViewPoint with the new situation? And what is the greatest benefit for Sanlam?

HJ: Firstly our staff has more time to do quality work. Secondly it is more user-friendly, more affordable and can be integrated into the rest of the Sanlam Group's software. It gives you much more flexibility because you can, to a certain extent, customize the fields and screen layouts in the system.

VP: Do you think with ViewPoint you have achieved a productivity gain for your staff members and for the operations as a whole?

HJ: Without a doubt, definitely yes. You can have more trusts that can be managed per trust manager making it more cost effective. Alternatively you can have the same number of trusts per trust manager but you give a better service to the client. Other than that, even the training is easier compared to the old system. Existing staff can easily and quickly train new employees.

VP: What do you think about the support received from ViewPoint?

HJ: The service and support that we receive from ViewPoint is of a very high standard and is definitely of a much better level than the support we received from the previous provider. Some of the users were not even aware of the fact that we already had a couple of upgrades on the system. If there is an upgrade it takes literally a couple of minutes to implement before it is in full use.

VP: Thank you for that. Your staff communicate with our support desk and we take their feedback fully into consideration because we believe that clients make our products grow. Without clients we would not be able to achieve the standard we have today.

HJ: Well if the client and the provider have a common goal, to have everything working as it should be, then everything will fall in place eventually. Of course in order to achieve this goal, both parties have to work closely together.

VP: We absolutely agree to that! We hope Sanlam Trust's business grows very much also with our help as much as that helps us.

[www.sanlam.co.za](http://www.sanlam.co.za)

Many thanks to Hennie Jordaan for agreeing to be interviewed for "The View from Here".

Particulars	Bank Value	CCY	Amount	Holding	Exchange to USD	Market Value in USD	Market Value in ZAR	Market Value in GBP
Value	8,224.87	USD	8,224.87	148	5.55288	14,800.00	24,348.00	21,97.87
Investment - Other								
Bank of America	8.88	USD	8.88	8	5.55288	49.18	8.00	8.88
Deutsche Bank	2,792.85	USD	2,792.85	396.1	1	6.00	168.00	109.33
<b>Total Assets</b>	<b>11,026.72</b>							<b>33,047.88</b>
<b>Liabilities</b>								
Acc Payable								
Commodity	8,707.02	USD	117.16	8	1	117.16	8,707.02	8.88
Other	8.88	USD	8.88	8	1	8.88	8.00	8.88
Other								
Other	8,000.00	USD	8,000.00	8	1	8,000.00	8,000.00	8,000.00
Current Liabilities	16,715.90							16,715.90
<b>Total Liabilities</b>	<b>16,715.90</b>							<b>16,715.90</b>
<b>Net Asset Value</b>	<b>4,310.82</b>							<b>16,331.98</b>

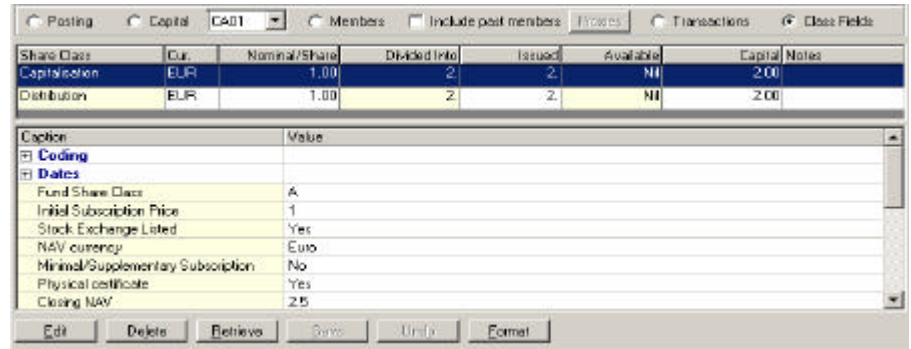
The **Administrator** module fully supports the statutory management of funds including:

- Fund hierarchies with promoters and parent funds.
- Automatic inheritances of attributes of the promoter, parent fund, or parent company.
- Registers of Officers, Unit holders etc.

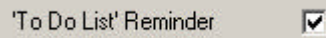
## New Features & Functionalities in ViewPoint

### User Fields

You can create additional fields for Master File/Company/Trust/Funds/Sub-Funds/Share Class. User fields can be set up as a general field or can be customized specifically per category/jurisdiction/share type if required.

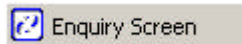


### Correspondence



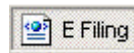
In the Correspondence folder, when the reminder is flagged, the correspondence entries will be shown in the To Do List. You can mark the reminder as done by clicking on the <Reminder - Done> button.

### Enquiry Screen



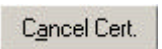
Security settings can now be set in the user profiles to define the access and operations allowed in the Enquiry Screen.

### e-Filing



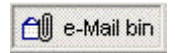
ViewPoint efficiently supports electronic filing for Singapore and the United Kingdom as Company Administrator generates compliant messages from the ViewPoint database. Generated documents are collectively placed in the e-filing folder prior to being sent out as messages.

### Shares



The new command button in Shares – Members allows you to specify the type of cancellation, for example, redemption, repurchase or forfeiture. And the consideration can be entered as an amount more or less than the issue price.

### e-Mail Bin



By activating the checklist, you can access the e-mail bin. Place your generated forms in the bin and later send out as attachments to an e-mail.

## Points of Law - Legislative updates from around the World

COUNTRY	LEGISLATION NOW IN FORCE	IMPLICATIONS
Bahamas	Various amendments to existing Companies Act and regulatory provisions	Elimination of Bearer Shares. Elimination of certain types of licence. Requirement for details of directors to be filed on the public register.
Gibraltar	Amendment to Tax Ordinance's	Introduction of 0% Corporation Tax from 01.01.03 Replacement of Corporation Tax with various forms of payroll tax and increased licence fees for financial institutions.
Guernsey	Regulation of Fiduciaries	Licences continue to be issued.
Ireland	Finalisation of Tax strategy	Corporation tax will be 12.5% with effect from 01.01.03 This marks the culmination of Ireland's Corporation Tax strategy.
Isle of Man	Proposed amendments to the Income Tax Acts	Introduction of 0% standard rate of Corporation Tax from a date not later than 01.01.06 (but likely to be before this). Banks and Building Societies will pay a higher rate of 10%.

Source: ILS Group, <http://www.ils-world.com>

## ViewPoint's United Kingdom Sales & Support Centre

We are proud to introduce our new partners in the United Kingdom: Fintecs Ltd. With this new partnership we now have an extensive list of 12 Sales & Support Centres worldwide.

Settling back into the United Kingdom after 10 years in Switzerland, Tony & Karen Gratton soon started looking for new challenges. A conversation over lunch with some ex-colleagues at Lombard Odier Darier Hentsch led to the birth of a thriving consultancy called Fintecs.

Karen, an ex-ViewPoint System Manager for New World Trust in Geneva, contacted Dian Ellison to inform her of their new direction. ViewPoint was looking for a base near to London and Fintecs was looking to develop into new markets. This led to Fintecs becoming the new ViewPoint UK mainland dealer.

### Fintecs Point of View:

Fintecs is an Information Technology consultancy based in Redhill. We specialise in IT projects for private banks, family offices, Trust companies and independent portfolio managers. Our long experience in these domains provides



*Karen Gratton*

*Tony Gratton*

our special expertise. Our background contributes to Fintecs' exceptionally high standards of work and customer service. With our ViewPoint involvement we are happy to extend our services to CSPs, international lawyers, accountants and similar professionals.

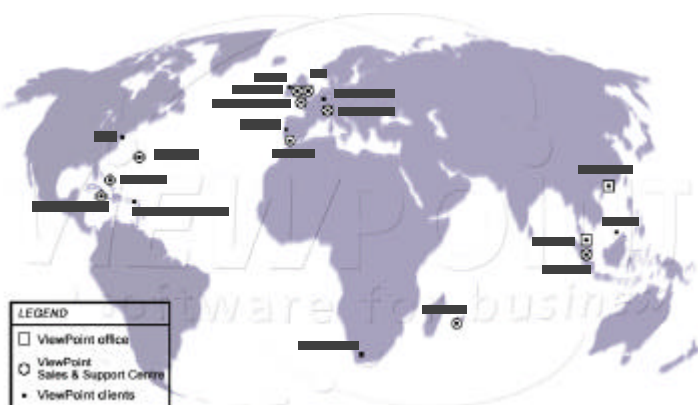
Our services include producing ITT/RFP documents, software selection, migration, implementation, customised training and customised documentation. We are also happy to make our accountancy skills available to our customer base and accept one-off projects within our zone of competence.

Fintecs' unique flavour comes from our long international experience. We are English/French bilingual and are perfectly at home in multi-national environments.

We are proud to be associated with ViewPoint and we look forward to a long and prosperous relationship.<<

Offered by: Fintecs Ltd.

## ViewPoint Worldwide



Key Fintecs contacts are:

Tony Gratton

Karen Gratton

Tel: (44) 1737 852385

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