



The
2022

PRIVATE
EQUITY FUND
ADMINISTRATION
SURVEY

HEADS UP

Results have generally improved compared to 2021 as providers report increased business.

Reading the tables

Each of the following provider pages contains one table and two charts, which, if read closely, provide a wealth of information.

At the top of the page are the category and overall scores for each provider. Prior year scores, where available, are provided for comparative purposes, so readers can glean where client perceptions of the service received have changed over the year. The table also provides a three-year average where survey participation allows as well as performance against the global benchmark for each service area.

The first chart, new for 2022, shows the standard deviation for each category score. Essentially this is a measure of how far individual scores in each response pool diverge from the mean. Simply put, a low standard deviation suggests that respondents more or less agree with each other in their assessments. The higher the standard deviation, the more opinions vary.

The second chart breaks down the average score for each provider by client segment defined by AuM. This allows buy-side readers to see how peers of a similar size have rated each provider.

The results of this year's Private Equity Fund Administration Survey reflect an upbeat mood among both providers and their clients. "[The last 12 months] have presented opportunities for administrators to support managers in new and unique ways as managers deal with changing markets and their own human resource challenges," says Ultimus Leverpoint.

"As the private equity industry grows increasingly global, talent is in higher demand than ever before," Alter Domus confirms. "Staff turnover and talent retention are top of mind in any industry at the moment, but increasingly so in the alternative investment and servicing sphere."

The issue of talent and human resources has other implications. According to SS&C, private markets managers were previously able to withstand a degree of operational inefficiency which is now unsustainable due to 'The Great Resignation'. "With the fight for talent as the backdrop, firms are optimising their business processes and consolidating and upgrading their tech stacks to reduce reliance on key performers and to ensure the focus of human capital can be alpha generation," says the firm.

Investor transparency continues to be a regulatory focus with respect to private markets. Currently, the SEC is considering proposals to require private funds to standardise and regularly disclose performance figures, fees, expenses, and even compensation details, in addition to audited financial statements on an annual basis.

As SS&C points out, legacy operating models will be challenged if and when these proposals pass: "Private markets managers will need to re-evaluate their workflow as they prepare to comply. This will invariably continue the trend of strategic outsourcing across fund administration services."

Methodology

GC's annual Private Equity Fund Administration (PEFA) Survey measures clients' perception of the service received from their PE fund admins over the past year.

The response pool is drawn from two sources. Those respondents who completed the survey in the previous year are invited to do so again, while PE fund admins themselves are invited either to submit client lists for invitation or to approach those clients themselves. The survey focuses on the views of fund managers, who have traditionally formed the bulk of the respondents. Back-end access to the survey portal allows providers to validate that the ratings they have received come from bona fide clients.

The questionnaire, completed online, includes eight service categories and allows respondents to rate each category on a seven-point scale from Unacceptable to Excellent.

Subsequent questions are optional and designed to allow

the respondent to add supportive comment to their ratings. Five responses are the minimum required for an individual provider's numbers to be published. Where a provider has received an insufficient number of responses for an individual assessment, those responses will nevertheless contribute to overall survey averages.

The published results use Global Custodian's conventional seven-point scale familiar to readers of the magazine (where 1=unacceptable and 7=excellent) for each category.

Those providers wishing to understand their performance in more granular detail than is available through our published survey results can purchase data reports provided in Excel format. For more information on these and other opportunities, please contact **matt.aldred@globalcustodian.com** or **beenish.hussain@globalcustodian.com**.

Alter Domus

Year-on-Year Comparison

Alter Domus	Average Score 2022	Average Score 2021	Average Score last 3 years	Global Average	Difference with Global Average
Client Service	6.18	6.00	5.62	5.97	0.21
On-boarding	6.13	5.73	5.82	5.99	0.14
Reporting to Limited Partners	6.22	5.86	5.53	6.06	0.16
Reporting to General Partners	6.25	5.38	4.88	6.13	0.12
Reporting to Regulators	5.80	4.63	5.48	5.87	-0.07
KYC, AML, Sanctions Screening	5.86	5.63	5.83	5.88	-0.02
Capital Drawdowns and Distributions	6.30	5.79	5.70	6.16	0.14
Technology	5.33	5.71	5.35	5.62	-0.29
Average	6.01	5.59	5.52	5.96	0.05

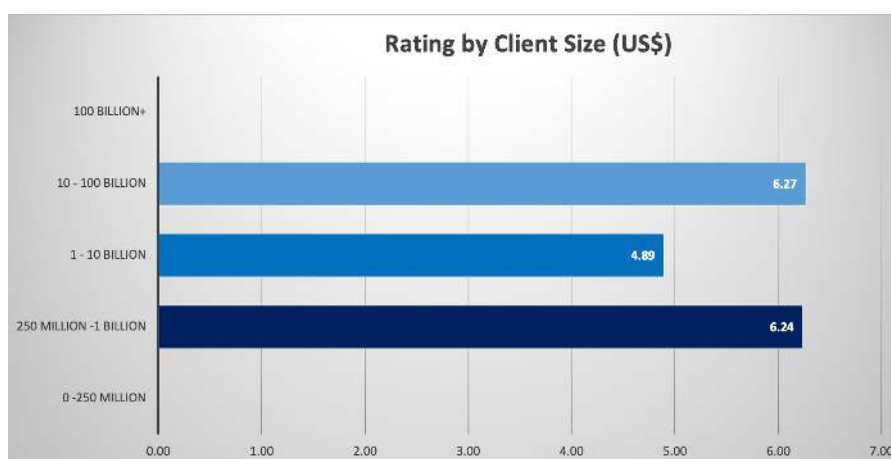
Alter Domus is on an upward trend this year, improving its results in seven of the service categories and exceeding the global average in six. The group currently has over \$1.6 trillion of assets under administration (AuA), of which over \$510 billion are within the private equity sector. “Over the last 12 months our assets under administration have increased by 50%,” says the firm, whose clients cover all asset sizes.

“AD have been selected as our strategic partner of choice in relation to private credit strategies and continue to meet or exceed our expectations,” says one UK-based bank.

A core focus of investment in the past year has been technology – an area that often takes a couple of years to feed through to respondent ratings. “As part of our ambition to be recognised as a technology-driven organisation, we’ve made notable strides in the deployment of digital tools to enhance our service delivery over the last 12 months,” says the firm.

Investors have access to their key information data through a proprietary investor portal (CorPro). “This has been tailored specifically for investors and thus differs from the modules and the data made available on the client portal, which was designed specifically for fund managers,” the provider explains.

One UK client sums up their experience as follows: “Despite their fast growth and global expansion with larger clients over the last decade...they continue to treat us as an important client. The teams and country leaders



in each jurisdiction we have dealt with have always been helpful, friendly and professional.”

Apex Group

Year-on-Year Comparison					
Apex Group	Average Score 2022	Average Score 2021	Average Score last 3 years	Global Average	Difference with Global Average
Client Service	5.97	5.61	5.88	5.97	0.00
On-boarding	5.72	5.73	5.77	5.99	-0.27
Reporting to Limited Partners	6.00	5.82	5.92	6.06	-0.06
Reporting to General Partners	6.05	5.45	5.83	6.13	-0.08
Reporting to Regulators	5.67	5.70	5.74	5.87	-0.20
KYC, AML, Sanctions Screening	5.84	5.84	5.84	5.88	-0.04
Capital Drawdowns and Distributions	5.93	5.80	5.91	6.16	-0.23
Technology	5.67	5.30	5.56	5.62	0.05
Average	5.86	5.66	5.81	5.96	-0.10

Apex records scores for most categories at the upper end of the Good range (5.00-5.99). Reporting to both General and Limited partners is rated Very Good and overall, the firm has improved on last year's results.

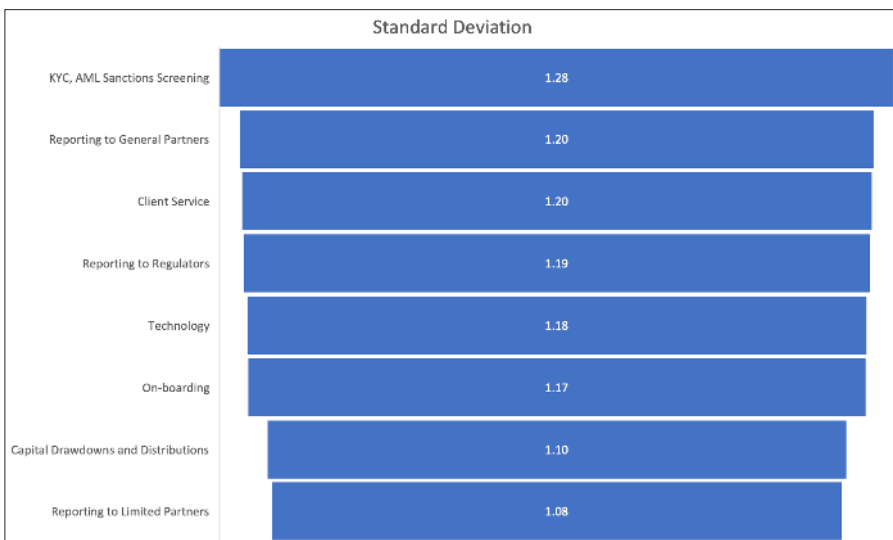
There is a wide spread of opinion in most categories as evidenced in the standard deviation chart and anecdotally in the open text comments, where the positive outweigh the negative.

"Apex and our dedicated fund admin team are exceptional and always strive to provide outstanding service," says one US client. "They're fun to work with and are accommodating with time sensitive projects. We will continue to use Apex as our fund admin and strongly recommend them."

Another makes the general observation that, "We have used five fund administrators and most of our work goes here. For price and service, they do very well."

The firm itself notes that, "The two key themes for almost every strategic discussion in the past 12 months are data and digital." Regarding the latter, it points out that digital advancements mean that data can now be credentialised and anchored on blockchains. "At Apex we are looking towards the future and have invested in tools to cater for these demands," it says.

More broadly, Apex observes that, "Investors are increasingly calling for full transparency, especially on factors such as performance metrics, risk management and contextual market data, while continued focus on



ESG reporting is contributing to the complexity of the metrics investors are demanding transparency on. Many private markets managers are now

turning to service providers like us for additional business support and guidance, not only for back-office functions, but for front-office too."

CSC Fund Services North America

Year-on-Year Comparison					
CSC Fund Services North America	Average Score 2022	Average Score 2021	Average Score last 3 years	Global Average	Difference with Global Average
Client Service	6.38	6.83	N/A	5.97	0.41
On-boarding	6.50	5.82	N/A	5.99	0.51
Reporting to Limited Partners	5.88	6.33	N/A	6.06	-0.18
Reporting to General Partners	6.00	6.50	N/A	6.13	-0.13
Reporting to Regulators	6.67	6.00	N/A	5.87	0.80
KYC, AML, Sanctions Screening	6.50	5.57	N/A	5.88	0.62
Capital Drawdowns and Distributions	6.67	6.55	N/A	6.16	0.51
Technology	5.67	6.64	N/A	5.62	0.05
Average	6.28	6.28	N/A	5.96	0.32

CSC has sustained its impressive results from 2021 (when it was listed as PEF Services), with all but two categories rated Very Good (6.00-6.99). The highest overall ratings were delivered by those clients in the \$1-10 billion AUM range. “CSC is a leader in SBIC accounting and reporting,” says one respondent, while several other comments also allude to its expertise in this area.

While the bulk of CSC’s category scores are above the global average, this is most evident in Reporting to Regulators, KYC, AML and Sanctions Screening, On-boarding, and Capital Drawdowns and Distribution, all of which are more than 50 basis points higher than the average.

On the second of these categories, one client makes the interesting observation that CSC’s KYC, AML and Sanctions Screening services were “very helpful for us during fundraising and also provide a cost saving over our attorneys performing the screenings”.

Reporting to Limited Partners, while still at the upper end of Good range (5.00-5.99), attracts perhaps the widest range of client comments. “The LP reporting technology through their website is very user-friendly and thus far the Limited Partners have been able to navigate the website with ease,” says one respondent. Another observes that, “CSC upgraded their technology last year and it went from good to great.”

Regarding Client Service in general, one client sums up their experience to date, noting that CSC “has been very knowledgeable, responsive, and available to adjust operations for what we have required thus far. We are very pleased with the relationship and anticipate using their services for the foreseeable future.”



Intertrust Group

Year-on-Year Comparison					
Intertrust Group	Average Score 2022	Average Score 2021	Average Score last 3 years	Global Average	Difference with Global Average
Client Service	6.29	4.94	N/A	5.97	0.32
On-boarding	5.50	5.44	N/A	5.99	-0.49
Reporting to Limited Partners	6.00	5.33	N/A	6.06	-0.06
Reporting to General Partners	6.60	5.38	N/A	6.13	0.47
Reporting to Regulators	7.00	5.57	N/A	5.87	1.13
KYC, AML, Sanctions Screening	7.00	5.00	N/A	5.88	1.12
Capital Drawdowns and Distributions	6.40	5.88	N/A	6.16	0.24
Technology	6.00	5.00	N/A	5.62	0.38
Average	6.35	5.32	N/A	5.96	0.39

Intertrust Group has recorded perhaps the most substantially improved set of scores in this year's PEFA survey, with an overall average rising from 5.32 to 6.35. Responses come from US, UK and Hong Kong clients. Forty-one percent of respondents for the provider now rate its services as Excellent and 25% as Very Good.

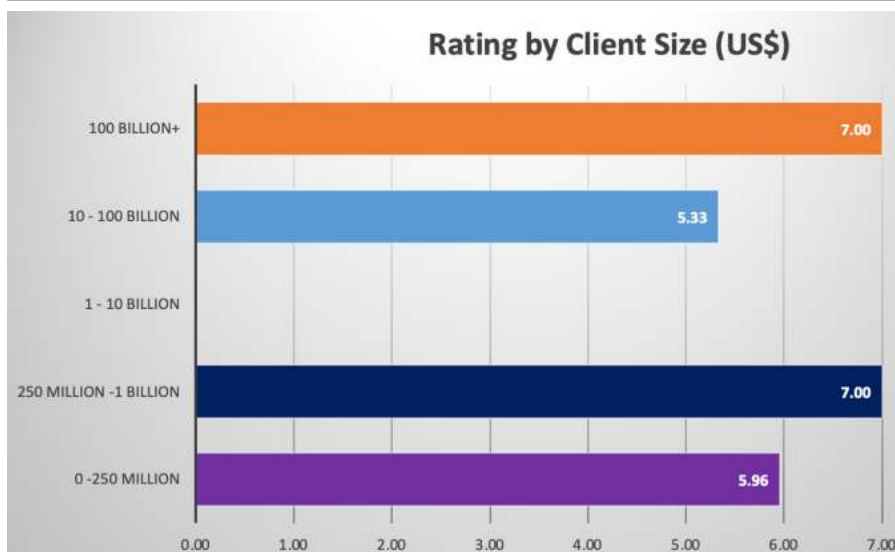
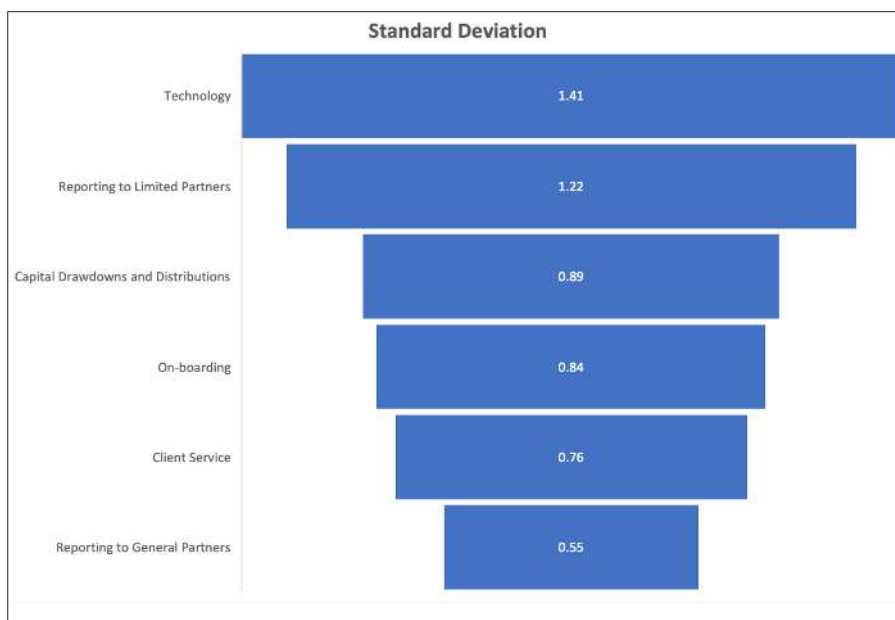
It comfortably exceeds all survey category averages apart from On-boarding and Reporting to Limited Partners, though even the latter is in Very Good territory (6.00-6.99). One client describes reports to LPs as "timely, accurate and with plenty of detail".

The firm's highest scores are for Reporting to Regulators and KYC, AML and Sanctions Screening, both of which are rated a perfect 7.00. "Intertrust responds quickly to any request on behalf of regulators. They work closely with us along the process," says one survey participant.

At the other end of the scale, On-boarding records a score of 5.50, slightly up on last year. One UK client commends the Luxembourg team as "excellent at onboarding", while another gives a particular shoutout to the team in India.

In December 2021, financial services firm CSC reached an agreement to acquire Intertrust Group, having acquired PEF Services earlier in the year. Presenting Intertrust's H1 results recently, CEO Shankar Iyer noted that, "We are on track with the regulatory approval processes and expect the transaction to close in the second half of this year."

In March 2022, Intertrust took the decision not to accept any new Russian or Belarusian clients and to begin the process of exiting phasing out Russian and Belarusian clients, though with no local presence, exposure is limited to Russian-owned entities in other jurisdictions.



SS&C Technologies

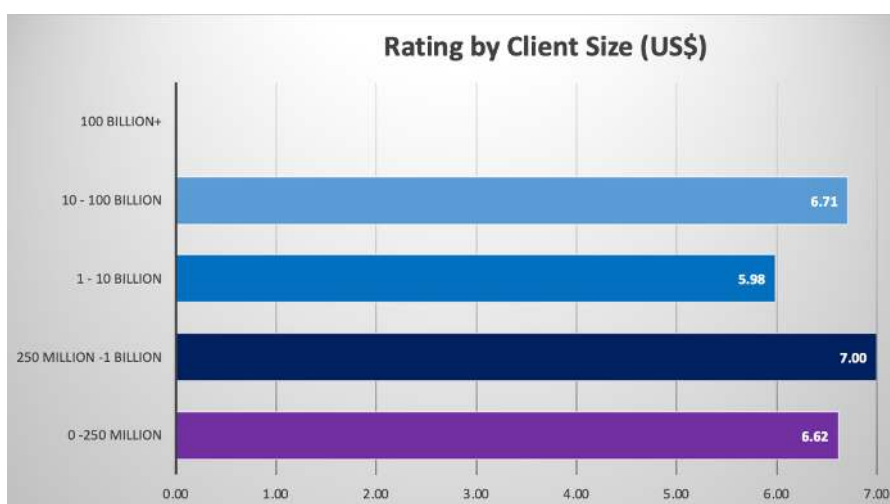
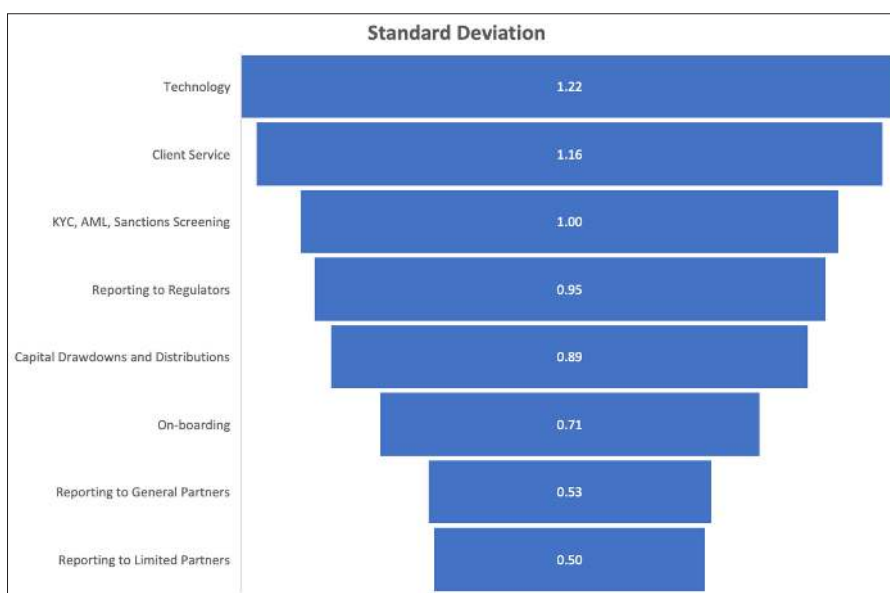
Year-on-Year Comparison					
SS&C Technologies	Average Score 2022	Average Score 2021	Average Score last 3 years	Global Average	Difference with Global Average
Client Service	6.42	6.17	6.34	5.97	0.45
On-boarding	6.50	6.64	6.58	5.99	0.51
Reporting to Limited Partners	6.64	6.39	6.34	6.06	0.58
Reporting to General Partners	6.50	6.79	6.53	6.13	0.37
Reporting to Regulators	6.29	5.86	6.19	5.87	0.42
KYC, AML, Sanctions Screening	6.33	6.82	6.26	5.88	0.45
Capital Drawdowns and Distributions	6.67	6.11	6.39	6.16	0.51
Technology	6.09	5.69	5.76	5.62	0.47
Average	6.43	6.31	6.30	5.96	0.47

“SS&C has been well positioned to align the modernised needs of our clients with our technology and operational workflows,” says the firm. “We are taking advantage of AI and other emerging technologies to stay ahead of the curve, as demonstrated by our March 2022 acquisition of Blue Prism.

Judging by their results in the 2022 PEFA survey, that approach is paying off for SS&C, which exceeds all category averages with results solidly in the Very Good territory (6.00-6.99). Responses were received from clients in the US, Hong Kong, China and Brazil.

“SS&C consistently provides us with white glove service!,” says one large US based client. Another, singles out the flexibility of Reporting to General Partners as a particular strength: “The SS&C team has worked well with me to develop a series of reporting that is very specific to our firm. Some of the reports are fairly complicated, but they worked with me to figure-out how to... produce the needed reports to back-up my excel models.”

Looking ahead the firm sees use of income-generating products for retirement and the easing of regulations on accredited investors as providing growing opportunities for product innovation in alternatives. “We have observed a significant rise in registered products from closed-end, interval and tender funds across all investing strategies, along with non-traded REITs, Business Development Companies (BDCs) designed for the retail market, public/private hybrids, and insurance-based funds,” the firm notes.



Trident Trust

Year-on-Year Comparison					
Trident Trust	Average Score 2022	Average Score 2021	Average Score last 3 years	Global Average	Difference with Global Average
Client Service	6.50	6.08	6.35	5.97	0.53
On-boarding	6.75	6.64	6.62	5.99	0.76
Reporting to Limited Partners	6.60	6.25	6.57	6.06	0.54
Reporting to General Partners	6.67	6.00	6.35	6.13	0.54
Reporting to Regulators	6.67	5.80	6.41	5.87	0.80
KYC, AML, Sanctions Screening	6.60	6.54	6.65	5.88	0.72
Capital Drawdowns and Distributions	6.60	6.50	6.54	6.16	0.44
Technology	6.40	5.42	5.98	5.62	0.78
Average	6.60	6.15	6.44	5.96	0.64

Trident Trust administers approximately \$29 billion in committed capital on behalf of various private funds and strategies. With a relatively small response pool this year, Trident Trust has nevertheless seen a notable increase on 2021's scores, which, will still impressive, represented a drop on the previous year.

All categories record ratings above 6.00 and over 90% of individual category ratings awarded equate to Excellent or Very Good. Category scores are all well above the survey average, most notably in the areas of Reporting to Regulators, Technology and On-boarding. The last of these attracts attention from one respondent who lauds the fact that, "The on-boarding process is done by the same team that does the day to day which is very helpful."

Client comments are few, but enthusiastic. "Trident is extremely responsive and helpful in all aspects of their service. The attention to detail is excellent and the accuracy of the reporting is impeccable," says one client. Another confirms that they are "extremely satisfied with all aspects of the services Trident provides and would be a reference for them to any future clients".

The firm's progress in this year's survey appears to bear out observations made by Trident in the 2021 survey, where it was upbeat about potential for business growth: "Investor pressure (and other environmental pressures) to appoint a third-party administrator continue to drive the overall growth of the administration market," it suggested. "This growth trend is likely to continue for the next three to five years and is the main driving factor for the very high multiples being paid to acquire PE fund administrators."



Ultimus LeverPoint

Year-on-Year Comparison					
Ultimus LeverPoint	Average Score 2022	Average Score 2021	Average Score last 3 years	Global Average	Difference with Global Average
Client Service	6.43	6.83	N/A	5.97	0.46
On-boarding	6.86	6.64	N/A	5.99	0.87
Reporting to Limited Partners	6.43	6.86	N/A	6.06	0.37
Reporting to General Partners	6.43	6.64	N/A	6.13	0.30
Reporting to Regulators	6.67	6.85	N/A	5.87	0.80
KYC, AML, Sanctions Screening	6.00	7.00	N/A	5.88	0.12
Capital Drawdowns and Distributions	6.86	6.86	N/A	6.16	0.70
Technology	6.29	6.43	N/A	5.62	0.67
Average	6.50	6.76	N/A	5.96	0.54

While all results for Ultimus Leverpoint are in the Very Good range (6.00-6.99), On-boarding, Capital Drawdowns and Distributions and Reporting to Regulators stand out both as top scoring categories and those most above the market average. All responses are from US clients.

The firm provides clients with one centralised point of contact alongside the ability to directly access the experts that perform its specialised services. “This client-centric model is increasingly less common in the industry today, and one of Ultimus LeverPoint’s strongest differentiators,” says the firm.

Client comment would seem to support this. “Ultimus Leverpoint team goes above and beyond any other administrator we’ve had,” says one. “They are cognisant of the time zone difference and do everything in their power to be available if and when they are needed. They aren’t just a typical administrator. They are an integral part of our team and our firm would not be able to function without them.”

In 2021, the firm launched a new digital platform, uINVESTOR, which automates the subscription process and uACCESS, through which fund managers and their investors can directly access detailed fund and investor-level data and reporting on-demand.

Reporting to Limited Partners also comes in for praise. “We had tried hosting Special Purpose Vehicles with other fund administrators and it proved to be extremely problematic -- in large part because our LPs were unhappy with reporting from other vendors. Reporting by Ultimus Leverpoint has always satisfied us and our Limited Partners,” says one client.

