

Outsourced Trading Survey 2024 FAQ

How will the Outsourced Trading Survey be published?

The Outsourced Trading Survey will be published in Global Custodian and The TRADE magazine in Q3, along with being posted digitally on both sites.

The outsourced trading survey is produced in conjunction with Ergo Consultancy. In order to receive a full write-up, a service provider must have received at least 10 responses.

What does it measure?

The Outsourced Trading Survey asks clients to assess the quality of service received from their Outsourced Traders over the last 12 months.

How does it work?

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 service providers in the markets concerned are invited either to submit client lists for invitation or to approach those clients themselves.

What does it mean to actively participate?

All providers engaging with GC or The TRADE on the survey are considered active. Whether they decide to do this by sending on the survey link directly or through our team is entirely up to them. All active participants will be given access to the provider backend which will allow them to monitor and validate incoming responses in real time.

We also encourage Outsourced Trading providers to fill out a provider questionnaire. This short questionnaire is aimed at allowing us to better understand market and provider changes that might impact results. It also allows providers to indicate which if any service categories are not applicable to their service offering.

How do you filter out bogus responses?

Service providers will be given the chance prior to publication to validate that the ratings they have received come from bona fide clients. Any responses submitted by institutions that were not clients of the rated provider in the 12 months under review are removed.

At the end of the collection process, Global Custodian and The TRADE do their own check to filter out duplicates or extra responses from the same organisation. In the case of the latter, exceptions are made if the responses are from individuals representing separate contractual agreements.

What does the questionnaire cover?

The questionnaire, completed online, includes several service categories. It allows respondents to rate each category on a 7-point scale.

All subsequent questions are optional and designed to allow the respondent to add supportive comment to their ratings.

Responses are weighted by size of assets under management of the respondent.

Are different levels of survey performance recognised by Global Custodian and The TRADE?

Yes. The published results rate each service provider by category and overall average on a scale of 1-7 as outlined above. Global Custodian and The TRADE offer official digital accreditations for outperformance at a global, market or category level, based on the published results.

The best performers will also be recognised across two annual awards ceremonies - for The TRADE in London, and Global Custodian in New York (both held throughout November) - with the ceremonies recognising the highest performers in particular categories and an overall outperformer. Please note, all survey results are published before the awards selection process begins and cannot be retrospectively amended.

What services do Global Custodian and The TRADE offer to help me further understand my performance or that of my service provider(s)?

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. They can also use the opportunity (interview, written up and published in either of the two print magazines and/or on their websites) to offer the rationale behind their performance and highlight upcoming initiatives. These provider insights will be available to sponsor. For more information on these and other opportunities, please contact matt.aldred@globalcustodian.com.

Why are we doing it?

Cost pressures on the buy-side together with a desire among firms to focus on their core strengths have led to a growth in opportunities to outsource some or all of the functions associated with buy-side trading desks. As with Transition Management a decade or so ago, providers of outsourced trading capabilities sit in different positions along the traditional transaction chain and include broker-dealers, prime brokers and custodians. The survey is designed to help clients and potential clients differentiate the services on offer.

How are Ergo Consultancy involved?

Ergo Consultancy is a specialist firm advising asset managers, asset owners and hedge funds on all aspects of trading and execution across asset classes. As such, they are an ideal partner for The TRADE and Global Custodian both in shaping the scope of the survey and in helping both clients and providers understand the implications and opportunities of the survey results for their businesses.

For all survey related queries, please contact:
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