



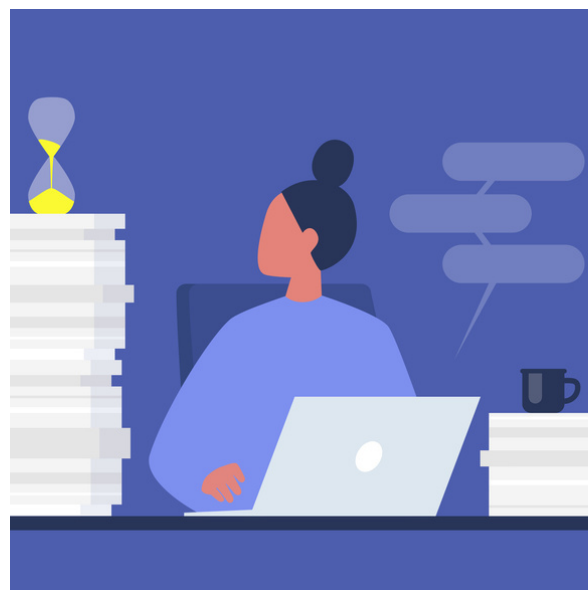
**Investors want more data.**  
**How can you meet demand**  
**without burning out?**





## RFP and investor relations teams are at breaking point

The quest for transparency is on. Investor demands for data are at an all time high. Fund managers are inundated with requests via RFPs, RFIs, DDQs, monitoring questionnaires, consultant databases and various client templates. Every request is different, but most are complex and lengthy.



## Investors are asking for more information, more frequently

Dasseti conducted research which found that each DDQ or RFP takes on average, 16 hours to complete.

We also found that DDQs had increased in length by around 20% between 2019 and 2022.

All of this contributes to an increased workload for investor relations, RFP and client services teams within manager firms.

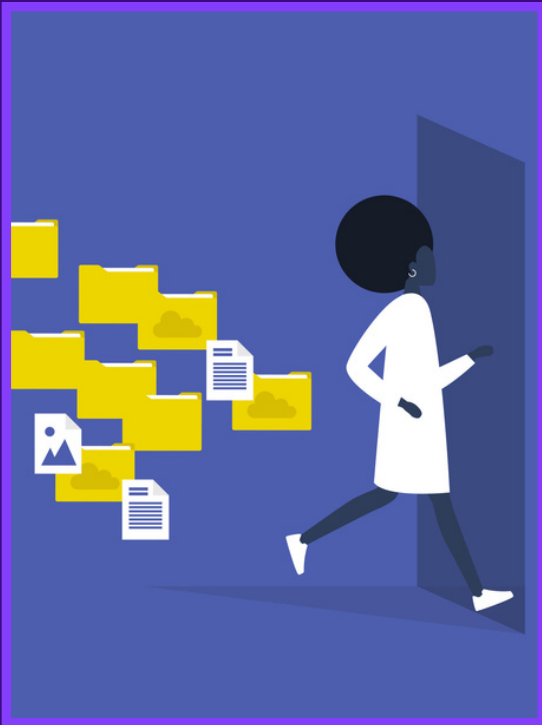


We're prioritizing client reporting and RFPs that are over a certain size, because we don't have the capacity in our team to respond to every new mandate. We know we're missing opportunities.



Head of Investor Relations,  
Asset Manager





## **RFP and investor relations teams have competing priorities**

Existing client requests take up a large proportion of RFP and IR team resource, with regular DDQs, client requests, quarterly questionnaires and surveys to complete.

These are in addition to new bids, which come in the form of RFPs, RFIs, pitchbooks, factsheets and other marketing materials and ad hoc requests.



## **Simply adding more staff is not always an option**

Fee transparency means that teams can not always justify additional headcount. If teams are growing, many are adding junior team members who may not have the knowledge or expertise to craft high quality, consistent responses to requests.



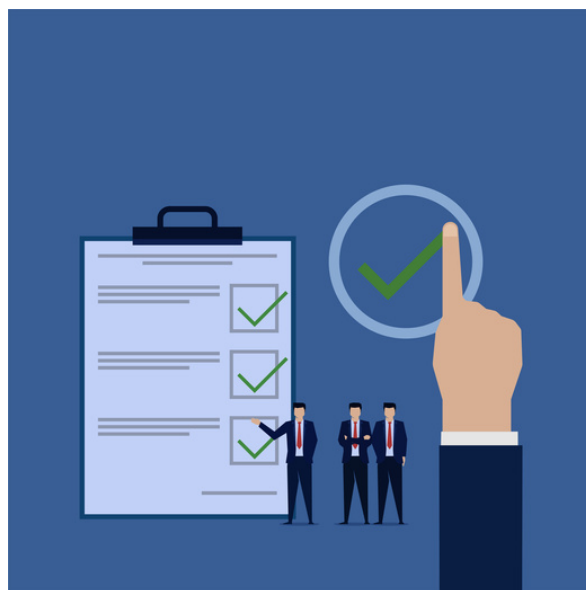


## What is driving the increase in requests for data?

Our research showed that questionnaires passing through our platforms were 20% longer in 2022 than those in 2019. There are a few reasons why allocators and consultants are requesting more data. From our experience we know they want more quantifiable data so that it can be tagged, flagged, scored and analyzed in digital platforms like ours more easily.

## There is also a growing demand for qualitative data

Despite requesting more quantitative data, allocators and consultants are also requesting more qualitative data. This could be to combat manipulation or numbers but also provides valuable context and reasoning. This combination of questioning adds more complexity to the response process and places a greater burden on RFP, IR and client services teams.



The driver behind more quantitative questioning is the allocator or consultant's desire to benchmark. But, when you see a Yes/No question, expect follow up questions for clarification.



Liron Mandelbaum, COO  
Dasseti



## Regulations are also driving complexity

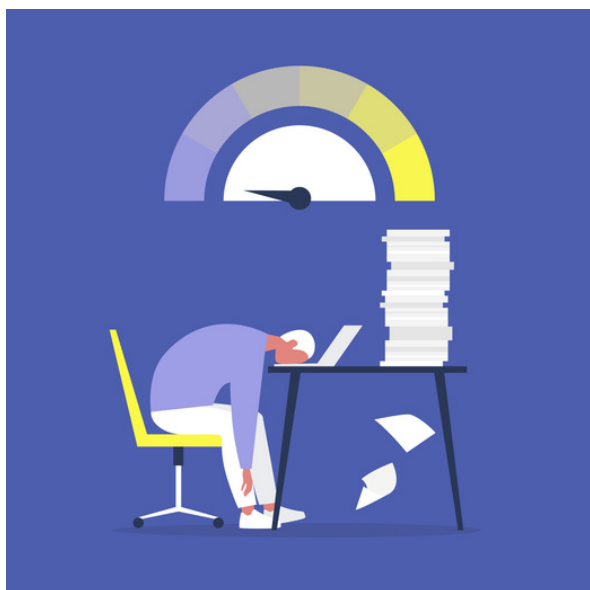
Alongside allocators and consultants requesting more data for benchmarking, there are also regulatory drivers that force them to ask more questions.

In 2022, the SEC put forward proposals to prohibit Registered Investment Advisers from outsourcing certain functions and roles to third parties without conducting and proving that effective due diligence and monitoring processes in place.

The SEC's recent cybersecurity rule proposals may have also driven an increase in cybersecurity related questions.

In Europe, increasing regulation around ESG disclosures have led to increased questioning of fund managers and general partners.





## Due diligence focus ebbs and flows, making it hard to maintain consistency

Our research found that requests for information peaked in volume at certain points during the year, annually and quarterly in many cases. Ad hoc requests could come at any point and teams could be overwhelmed.



We had an embarrassing situation recently, when an allocator pointed out that two different teams within our business has supplied different answers to the same company information question.



Head of RFP  
Asset Manager

## Consistency and quality can suffer at peak times

We know that less care and time is spent completing RFPs, DDQs and RFIs at busy times. This can lead to inconsistencies in responses, lower quality responses or choosing not to respond to new mandate RFPs at all. Existing client DDQs or monitoring questionnaires typically take precedence.





## What is the solution?

Fee pressures and transparency rules mean that hiring more staff is not always a viable option.

Therefore teams must look at their processes to identify ways of making them more efficient. Or finding ways to help their current teams do more.

## Technology can help

Many managers and GPs know that technology that can automate and streamline processes is out there. But is it tailored to their exact

requirements and will it meet the exacting needs of the investment sector?

Many RFP tools solve one part of the problem. They may provide a central repository for standard questions and answers for use in DDQs, RFPs and RFIs.

But maintaining those Q&A repositories can be hard work.







## Current software platforms aren't meeting the challenges

Many managers and GPs we speak to have already invested in one or more software platforms, hoping it would be the answer they needed.

They are reluctant to move large amounts of data from one platform to another even though the current platform isn't meeting their needs.

## Current solutions may be too prescriptive

There are solutions on the market that aim to address the challenges faced by managers and GPs when sharing company and fund data with investors and prospects, but they can be inflexible and prescriptive. In an industry where competitive edge is everything, sharing your customized firm and fund data is imperative.

Coupled with this, allocators are often unable or unwilling to work with data sets that don't meet their requirements.



Most allocators think long and hard about the questions they are asking managers. They are unwilling to place unnecessary burden on managers, but you can be sure they have a very good reason for asking the questions they do, in the way they ask them.



Liron Mandelbaum, COO  
Dasseti







## What kind of software solution should you be looking for?

Automation capabilities are a must have if you are looking for ways to speed up processes and maintain consistency across teams, regions, strategies or clients.

Whether that's auto filling an early draft RFP or DDQ, or automating alerts to subject matter experts to update their specific data points.

Industry-specific toolsets would also be a big plus point. There are many variations in terminology, eg AUM to assets under management. It is helpful for systems to recognize and accommodate these variants.

Flexibility is also key. Technology is a business enabler and should mould to fit your internal processes. It is also important to flex to meet the needs of allocators.



Expecting them to flex to meet your systems and platforms will not work.

So does a platform exist that can automate first draft responses, alert SMEs when information needs updating, sit alongside an existing RFP tool and allow it to do more and allow you to create custom documents that will also suit your allocators?

The answer is yes.





## **Dasseti Engage is the solution the investment management sector has been waiting for**

Dasseti Engage is designed for investor relations, RFP and client services teams to improve distribution and speed up responses to client and consultant requests.

The platform allows teams to deliver consistent information to every client, and distribute fund and company data smartly and securely.

Dasseti Engage offers a unique digital solution for teams that may have already invested in technology but haven't seen the transformation and efficiency gains they expected. It can work alongside existing RFP tools, CRMs and Question and Answer banks to extract, flex and publish data across all DDQs, client templates and helps with consultant databases updates.



**Our industry expertise has helped us design unique features that help investor relations and RFP teams scale monthly, quarterly, or annual reporting with increased efficiency.**



**Wissem Souissi  
CEO & Founder, Dasseti**





**DASSETI**  
formerly Diligend

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