



# 6 ESSENTIAL TOOLS TO HELP YOU MANAGE HNWI/UHNWI CLIENTS

YOUR GUIDE TO ENSURE FINANCIAL CLARITY AND DATA SECURITY



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## YOUR GUIDE TO ENSURE FINANCIAL CLARITY AND DATA SECURITY

High net- and ultra-high net-worth individuals (HNWI/UHNWI) and family offices depend on experienced financial professionals to make well-advised decisions. As one of those trusted advisors, you have a responsibility to ensure that your recommendations are backed by insightful financial reporting, tight controls, and world-class security.

In this ebook, we'll help you understand the tools that will empower your clients with accurate, timely information and provide a world-class level of data security. When you entrust the accounting, reporting, and data security details to true experts, you can focus on deeper, personalized, and even more strategic service delivery to your HNWI/UHNWI clients.



## YOUR 6 ESSENTIAL TOOLS

1. Proven bill pay processes
2. Timely, insightful reporting
3. World-class privacy protection and data security
4. Consistent quality control measures
5. Agile, intelligent technology
6. Deep-bench expert support

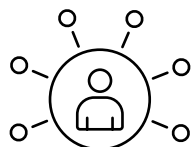
# 1 PROVEN BILL PAY PROCESSES

For HNWI/UHNWI and family office clients, paying bills can be the most time-consuming and frustrating of all the financial management tasks. Clients simply expect bills to be paid on time. But the details of potential discrepancies, monitoring for fraudulent transactions, and timely reconciliations are anything but simple.

Plumb's proven bill pay services manage all the details of your client's accounting, payment, and vendor management. Accounts are closely monitored to identify any discrepancies or questionable transactions. Cash flow reporting, expense tracking, and bill payment are handled reliably and securely.

*"Thank you so much for all that you have done for my family. Your team has provided us with such great confidence now that our finances are in order. What a relief!"*

**—PLUMB CLIENT**



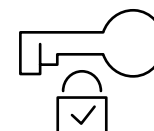
## EXPERT SERVICE

Provide your clients with a higher level of bill payment service. The time-consuming details of managing bill payment come off your plate plus you can offer the level of reporting, and high-touch customer support, each of your clients expects and prefers.



## CLOUD TECHNOLOGY

Your clients expect bill payment to be managed through a best-in-class payment platform, like Sage Intacct. Complete transparency through web-based apps allows you to answer questions instantly, with confidence.



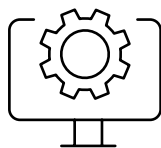
## ROBUST SECURITY

Security must always be top-of-mind for any service you provide to clients. Plumb's bank-level security practices include real-time, 24/7 network monitoring and detection from in-house IT professionals.

# 2 TIMELY, INSIGHTFUL REPORTING

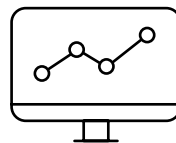
Each one of your HNWI/UHNWI and family office clients has a unique financial situation. They each have a diverse set of portfolio and investment strategies to support their individual lifestyle goals. Providing complete, accurate reporting can be a cumbersome task. Pulling data from multiple sources into spreadsheets is not only time consuming, but can lead to difficult-to-correct mistakes.

By using Sage Intacct financial management software, Plumb automates reporting processes to connect disparate data sources and provide timely, insightful information. Consolidation of multiple entities, bill payment, and streamlined financial planning processes deliver focused information through customized, real-time financial dashboards. In turn, you and your clients have clarity around their true financial standing and are better equipped to make smarter decisions.



## BUILT TO FIT

Plumb's HNWI/UNHWI expertise coupled with Sage Intacct's reporting capabilities means each one of your clients has fine-tuned information. Financial reporting that is exactly aligned to reflect their unique financial resources and lifestyle goals.



## REDUCE THE SPREADSHEETS

Unified accounting with Sage Intacct continuously consolidates multiple entities and streamlines financial planning. With true business intelligence, you can manage investments without endlessly updating spreadsheets.



## ANYTIME, ANYWHERE

Customized, real-time financial dashboards delivered through web and mobile-based apps allows you to answer questions instantly. With insights at every level, you can provide crystal-clear and accurate information to your clients anytime, anywhere.

# 3 WORLD-CLASS PRIVACY PROTECTION AND DATA SECURITY

Privacy and security must be a top priority for all the services delivered to your HNWI/UHNWI and family office clients. At Plumb, we ensure security and compliance using best practices and internal control procedures. State-of-the-art bank-level security and an in-house IT department provide additional monitoring and oversight.

In addition to the expert financial professionals at Plumb that will handle your client's data with the utmost discretion and attention to detail, you need the most secure software. Highly confidential financial data requires software housed in data centers that meet high audit standards and are monitored 24/7/365 by security professionals. Security that only a world class software company like Sage Intacct can provide.

*"Plumb has always proven to maintain sensitive client information with the utmost security and competence."*

**—PLUMB CLIENT'S CPA**



## CLIENT PRIVACY

You need to ensure your client's privacy at every step. At Plumb, we take security of customer data seriously. Operations are designed to ensure compliance with all data protection laws and regulations.



## CLOUD SECURITY

Security features built into the Sage Intacct application prevent unauthorized programs, systems, and users from gaining access to resources and data. World-class data centers are monitored 24/7/365.



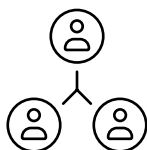
## SECURITY SPECIALISTS

Working with Plumb, your client's data is protected at multiple levels. You are supported by experienced professionals who understand that privacy is paramount for HNWI/UHNWI and family office clients.

# 4 CONSISTENT QUALITY CONTROL MEASURES

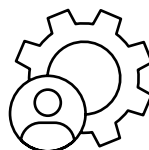
Checks and balances are the keystone of professional financial management. Quality control measures should ensure that no one person has control over all parts of a financial transaction. When working with a partner to deliver services to your HNWI/UHNWI and family office clients, it's critical that they can demonstrate how they establish the proper checks and balances in financial management.

At Plumb, we have a 7-phase process that features segregation of duties, multiple levels of review, and secure access. Sage Intacct provides the unified accounting system that streamlines transactional processes, ensures consistent reviews, gathers required authorizations, and limits access to appropriate users.



## SEGREGATION OF DUTIES

In bookkeeping and financial management, segregation of duties provides an added level of security protection for your clients. With Plumb, multiple sets of examination provide the checks and balances to prevent fraud and ensure accuracy.



## AUTOMATED PROCESSES

The automated processes of Sage Intacct simplify multi-entity consolidations, streamline bill payment, and provide timely reporting—all while reducing manual processes that take time away from higher-level services.



## CONNECTED TECHNOLOGY

Connecting data directly to vendors and other applications reduces the chance of errors due to manual data entry. Give your clients access to the best technology to take advantage of secure electronic payment options and timely reconciliations.



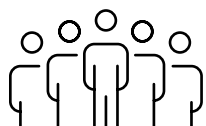
# 5 AGILE, INTELLIGENT TECHNOLOGY

There are a host of moving parts in the financial structure of every HNWI/UHNWI and family office client. The only way to continuously monitor and respond quickly is through the use of agile, intelligent technology

Tools built into Sage Intacct that continuously monitor and analyze financial transactions to identify and alert for discrepancies and outliers take the next step in intelligent financial management. Plumb's extensive experience with UHNWI clients combined with their understanding of Sage Intacct's intelligent functionality allows you to take a proactive approach to managing your client's financial landscape.

*"The month-end financial reports that Plumb provides to my clients give a clear, aggregated picture of their current financial status and helps establish wealth preservation."*

**—PLUMB CLIENT'S  
ESTATE ATTORNEY**



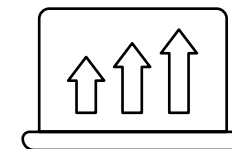
## SECTOR KNOWLEDGE

Plumb is laser-focused on UHNWI clients and continuously monitoring how emerging technologies, changes to accounting and reporting requirements, and security advances will impact your clients. The team is dedicated to staying ahead of the curve.



## SCALABLE AND ELASTIC

The cloud computing of Sage Intacct is elastic, offering an easy way to scale up and scale down based on your client's needs. Complete transparency through web-based apps allows you to answer questions quickly, with full confidence.



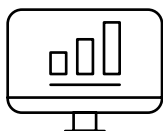
## ADAPT QUICKLY

Technology changes can come at you fast. By using the proprietary Plumb Bill Pay App and the world-class technology of Sage Intacct, you'll be ahead of the curve and ready to adapt to future technology developments for your client's financial management.

# 6 DEEP-BENCH EXPERT SUPPORT

Working with HNWI/UHNWI and family office clients requires a team of experts to meet the unique demands of varied and complex financial situations. At Plumb, we support trusted advisors like you with high-touch, high-tech services that reduce the time you spend on details and let you focus on the bigger picture.

As stewards for your day-to-day accounting needs, Plumb combines the best of technology with deep-bench expertise to deliver real-time insights that empower you and your clients. You receive the highest quality of data and financial reporting to establish a holistic view of your client's assets and financial holdings.



## EXPERIENCE COUNTS

Plumb has been providing back-office accounting and financial reporting to clients like yours for more than 20 years. You can count on the depth of knowledge and fine-tuned approach to enhance your current client relationships.



## ENSURE CONFIDENTIALITY

You can't take chances with your client's privacy protection. Plumb's platform security and internal controls were built by experts to protect confidential information and meet the unique and stringent specifications for accurate record keeping and reporting.



## ONE TRUSTED SOURCE

Plumb will help you "pull it all together" with tracking and recording of 1099's, K-1's, charitable contributions, medical expenses, sales of stock, and all other income. You'll have the information your CPAs needs to prepare tax returns.



# WHITE GLOVE SERVICE FROM PLUMB AND SAGE INTACCT

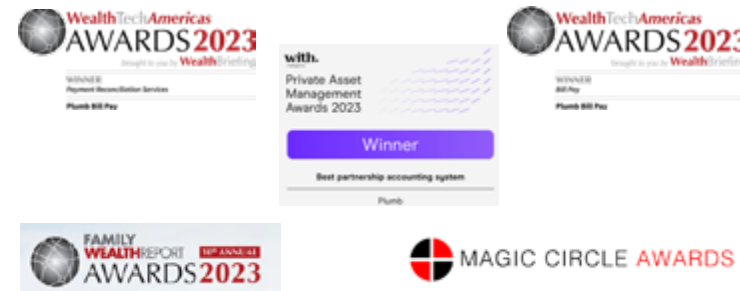
Plumb Family Office Accounting & Bill Pay is a high-touch technology family office accounting and bill pay service provider dedicated to serving the needs of high-net-worth and ultra-high-net-worth clients. Plumb ensures that your client's bills are paid on time, and works in partnership with you to deliver the highest quality data and financial reporting. In addition to our bill pay services, we also provide comprehensive Family Office Accounting support with:

- Investment Account Reconciliation
- Private Equity Tracking
- Consolidated Financial Reporting
- Entity Bookkeeping
- Cash Flow Management
- Financial Reporting & Analysis
- Budgeting and Cash Flow
- Foundation & Trust Accounting
- Insurance Coordination & Oversight
- Annual Tax Organizer

We'll help you maintain a comprehensive view of family wealth and provide full visibility into the performance of their portfolio. Let's talk about how we can help you build stronger relationships with your clients. Please reach out to schedule time with Anneke for an introductory discussion.

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- Awarded top prize for Best Payment Reconciliation Services, WealthTech Americas Awards 2022 & 2023
- Awarded top prize for Best Bill Pay, WealthTech Americas Awards 2022 & 2023
- Awarded top prize for Best Partnership Accounting System, Private Asset Management Awards 2023
- Shortlisted for Best General Ledger System, Private Asset Management Awards, 2023
- Shortlisted for Technology Innovators of the Year, Magic Circle Awards 2023
- Shortlisted for Property & Household Award, Family Wealth Report Awards 2023
- Shortlisted for Leading Individual (Anneke Stender), Family Wealth Report Awards, 2023
- Member of the Sage Intacct Accountant Program

**Sage Partner**