SEI Family Office Services

Our commitment to exceptional family office client service.

At SEI Family Office Services, we view client service and product support as a partnership between the client and ourselves. In serving and assisting our clients, our product support experts approach each inquiry as an opportunity to connect with our clients.

Service and support without context are generic at best, counterproductive at worst. We first seek to understand the context surrounding the conversation because how we work through a question or solution with a client may be as specific to that client as is their own work.

It is only once we've established this context that we can explore, develop, and support the proper solution. We recognize this reality, value it, are always honest about it, and have built our team to be able to respond to it.

Eric Vicars
Director of Operations
SEI Family Office Services

A values-driven client service philosophy

When the Archway Platform℠ was introduced in 2002, it had all the makings of an award-winning fintech solution: Cutting-edge technology, in-demand functionality, and a Client Services team with an innate desire to exceed the expectations of our clients. As the technology gained traction in the market, its Client Services team continued to evolve and expand. The solution grew from a single technology platform to a suite of technology and outsourced services supported by some of the most talented accounting and operations professionals in the market.

Our values are clear: **Courage**, **integrity**, **collaboration**, **connection**, **empowerment**, and **innovation**. Our goal is to find creative solutions to the complex accounting, investment tracking, and reporting challenges associated with managing high-net-worth wealth. To do this, we don't treat our clients as a number in a queue, but as individuals with problems that may not have a clear answer. And while that may seem daunting to some, our Client Services team rises to the challenge day in and day out, breaking down the walls of traditional problem-solving and building client relationships founded on a mutual understanding that, together, we will find a solution.

The impact of our dedication to exceptional client service is evident in the engagement of our client community and our long-lasting relationships with hundreds of family offices and financial institutions spanning nearly two decades.

In the next several pages, we address common questions related to our product support operations and spotlight a few of the many ways SEI Family Office Services seeks to provide exceptional client service.

A customer support organization structured to help you succeed

The value of our client service is illustrated by the highly specialized teams that make up the broader customer support organization.

For every solution we offer, we provide a dedicated team that has been trained in the mechanics of that particular solution. Within these dedicated support teams, we populate every level of the organizational hierarchy. From data entry specialists and support representatives to supervisors and relationship managers, our clients have access to real humans in real time, all with proper points of escalation in check.

Our value is further underscored by the depth of knowledge that extends across the individuals that make up our customer support organization. Whether clients interact with our Product Support, Portfolio Reconciliation, Accounting Administration, or Personal Expense Management teams, they are met with the same high quality of competency and professionalism.

And because we offer several different service models for our solutions—ranging from stand-alone product support to fully outsourced services or a hybrid combination of both product and service support—we've become well versed in cross-functional client service.

It's not uncommon for a family office to use the Archway Platform in-house for their accounting, bill payment, and reporting functions while outsourcing their daily, weekly, and monthly reconciliation operations to our Portfolio Reconciliation team. In these scenarios, our Outsourced Portfolio Reconciliation and Product Support teams work side by side to deliver a seamless service experience for the family office staff.

Comprised of in-house accounting and operations specialists, our Client Services team is trained beyond the technical aspects of the product or service they support. We place a strong emphasis on tactical training as well, ensuring that our Client Services team understands the underlying nuances and intricacies of high-net-worth wealth.

We believe this combination of technical and tactical training puts them in a better position to answer simple questions like how to book a journal entry or how to schedule a report package to run, but also to contextualize and relate to complex scenarios with real-life impacts, like how to liquidate ownership in one partnership and transfer assets to a new partnership—all using the tools within the Archway Platform.

Where are our client service operations located?

The Client Services team at SEI Family Office Services is based in the United States, with significant concentrations of support staff in Indianapolis, IN, and Denver, CO.

Our corporate headquarters is located in Oaks, PA.

SEI also has physical offices in:

- Austin
- Chicago
- Dublin
- Hong Kong
- Johannesburg
- London
- Luxembourg
- New Delhi
- New York
- Seattle
- Toronto
- Zurich

The Client Services team offers self-service support for our clients through an interactive Client Support Portal. The portal allows clients to keep track of historical support cases as well as see cases that their team members have submitted. The portal is also used to quickly communicate important information about the Archway Platform to our clients.

One of our most important assets in the Client Support Portal is the Archway Platform Documentation Center. It includes nearly 300 unique pages that describe how to use the Archway Platform. Maintained by our in-house Platform Experience and Training team, it is meant to function as a user manual as well as a self-service troubleshooting guide. The Archway Platform is always evolving and growing, and because our user guides are all web-based, they are able to grow right along with the system.

Eric Sampson
Platform Experience and Training
SEI Family Office Services

A tailored approach to client communication

We understand that every request is unique and ranges in degree of urgency. To accommodate this, we offer a variety of ways to get in touch with our Client Services team.

For problems that need immediate attention, clients are able to call or email support in order to speak with a member of our Client Services team promptly. And while we wish we could provide immediate answers to every question, sometimes the solution requires more thought and investigation. In those instances, our team takes the time to dig into the underlying issue or request, gather relevant context that may be wholly unique to the client, and provide updates as they work through the solution.

For issues that can afford a longer wait time, clients regularly use the Client Support Portal. Using this online tool, clients can submit tickets to our team, propose product enhancements, or ask other users for their input on a particular scenario or issue. Clients can also leverage the portal to access product documentation through on-demand, searchable content. Organized by system function, clients can explore step-by-step configuration guides, how-to articles, FAQs, release history notes, and much more.

Using this omni-channel approach to client service, users can leverage one or multiple channels to find the relevant information that can help them achieve a speedy, accurate resolution.

A dedicated, ongoing training and education program

Across SEI Family Office Services, we are strong advocates of ongoing product education. We've said it before: Managing high-net-worth wealth is inherently complex. As such, the Archway Platform is an equally sophisticated and powerful tool designed to handle those complexities. But harnessing the power of such a tool can be difficult without the proper training, especially when compounded with the ongoing release of new features and functionality. That's why every SEI Family Office Services client goes through a comprehensive implementation process and receives formal training during onboarding. But that's not where the training ends.

In order for clients to stay up to date on our system's evolving capabilities and continue to expand their understanding and knowledge of the platform, we offer them several ongoing training opportunities, including:

- A robust self-service Client Support Portal that allows clients to search for the content that is most important to them
- Tutorial videos and live demonstrations that showcase new tools and features
- Regional and national user conferences featuring a wide array of function-specific product trainings
- One-on-one training with Archway Platform experience specialists

While we highly value in-person training, we also embrace the remote work environment that became commonplace in 2020. As a part of our overall training program, our team is fully equipped to deliver client-specific virtual training sessions, implementation consultations, exclusive business updates, peer user groups, and even milestone celebrations. Our flexible service delivery model allows us to connect and interact with our clients in the way that is most meaningful and efficient for them.

19

IMMERSION user conferences

1,100+

IMMERSION user conference attendees

2,800+

CPE credits awarded

*As of 12/31/2021

Our Client Services team provides ample opportunities for our clients to engage with one another to discuss processes, best practices, and use case scenarios. Whenever possible, we facilitate introductions and help our clients grow their peer network. It is our hope that this extended community helps our clients learn and educate one another in a trusted, secure environment.

Mini case study
The Archway Platform user group of Houston

The request
A group of Archway Platform users connected at a regional meet-up hosted by SEI Family Office Services. They expressed interest in organizing a Houston-based peer networking group, but weren't sure where to start.

The result
The Client Services team gauged interest in the peer networking group among Houston-based Archway Platform users. For those interested, introductions were made and the group began to independently organize their own meet-ups.

A private community for family office professionals

We believe in the power of community and connection among our client base, so we make every effort—whether virtual or in-person—to bring our clients together often. Over the years, we've developed multiple interactive experiences that allow clients to connect when it's most important to them.

On an ongoing basis, clients are encouraged to leverage secure online forums and user groups within the SEI Family Office Services Client Support Portal. Here, clients can pose questions to other Archway Platform users, monitor popular discussion threads, vote on technology enhancement requests, and exchange ideas with like-minded family office professionals.

Beyond online interactions, SEI Family Office Services hosts a variety of in-person events, including the biennial IMMERSION User Conference, periodic regional meet-ups, and networking happy hours. Serving as the largest training and networking event, IMMERSION is attended by hundreds of family office professionals using the Archway Platform. And because we know that each of our clients have unique use cases for the system and users may learn in different ways, we offer a variety of topics and formats throughout our training sessions.

Focusing on everything from Archway Platform basics to more advanced sessions on things like reporting, partnership accounting, cash management, and investment performance, our content is delivered via traditional group instruction, roundtables, panels, client spotlights, and interactive Q&A sessions. As an added bonus, this multiday conference gives clients the chance to meet Archway Platform experts face-to-face and offers networking opportunities like cocktail receptions and group excursions to help our clients get to know their peers.

Similar to our large-scale user conference, our regional meet-ups feature training and networking components. By introducing our clients to other family office professionals in their area, we lay the groundwork for our clients to build out their professional network and establish common-interest groups in their region.

Whether exchanging ideas in our online forums, attending SEI training courses alongside other family office professionals or networking at cocktail hours, our clients are able to build relationships and leverage one another as they work through the daily challenges of operating a family office.

An overview of our company

About SEI Family Office Services

SEI Family Office Services delivers technology and outsourced services that support the accounting, investment management and reporting functions of family offices, private banks, private wealth advisors, and alternative asset managers. Designed to help family offices and advisors to wealthy families better serve their ultra-high-net-worth clients, SEI's award-winning Archway Platform℠ and high-touch outsourced services efficiently handle complex partnership, portfolio and corporate accounting alongside bill payment, investment management, and multi-asset class data aggregation. As of Dec. 31, 2023, SEI Family Office Services has $585 billion in assets on platform. For more information, visit seic.com/archway.

About SEI®

SEI (NASDAQ:SEIC) delivers technology and investment solutions that connect the financial services industry. With capabilities across investment processing, operations, and asset management, SEI works with corporations, financial institutions and professionals, and ultra-high-net-worth families to solve problems, manage change and help protect assets—for growth today and in the future. As of Dec. 31, 2023 SEI manages, advises, or administers approximately $1.4 trillion in assets. For more information, visit seic.com.

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