

Front-office analytics Risk management Email, website hosting

80%

60%

30%

90%

90%

60%

1%

50%

80%

40%

60%

Portion of tech stack deployed on the cloud

39%

Lack of client

Deficient training

and support

integration cost

Software

development/

application

integration

2019: 15%

2021: 22%

Growth in managed services finds its sweet spots

Roles less likely to support

Research

support

2019: 12%

2021: 19%

support

Lack of industry

No mandatory

reporting

40%

30%

2020 2015

15% 18%

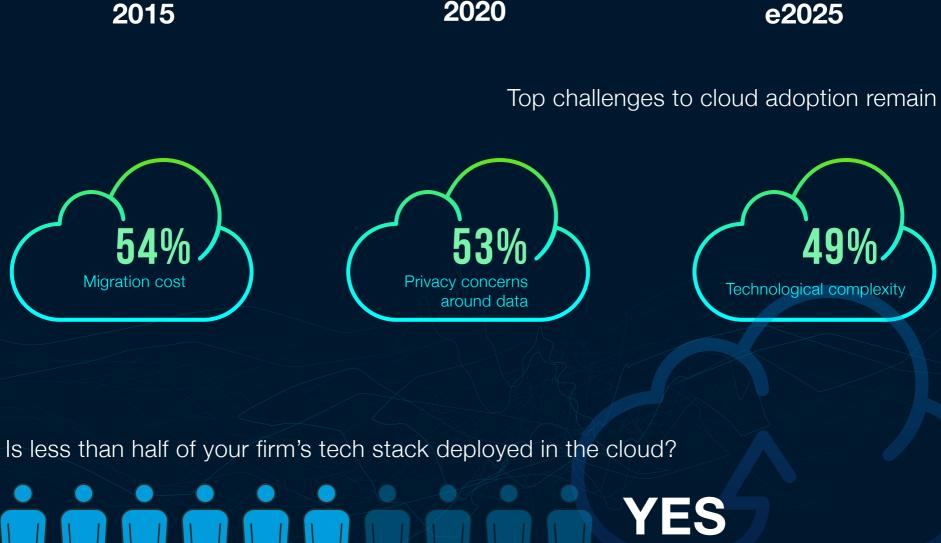
30%

20%

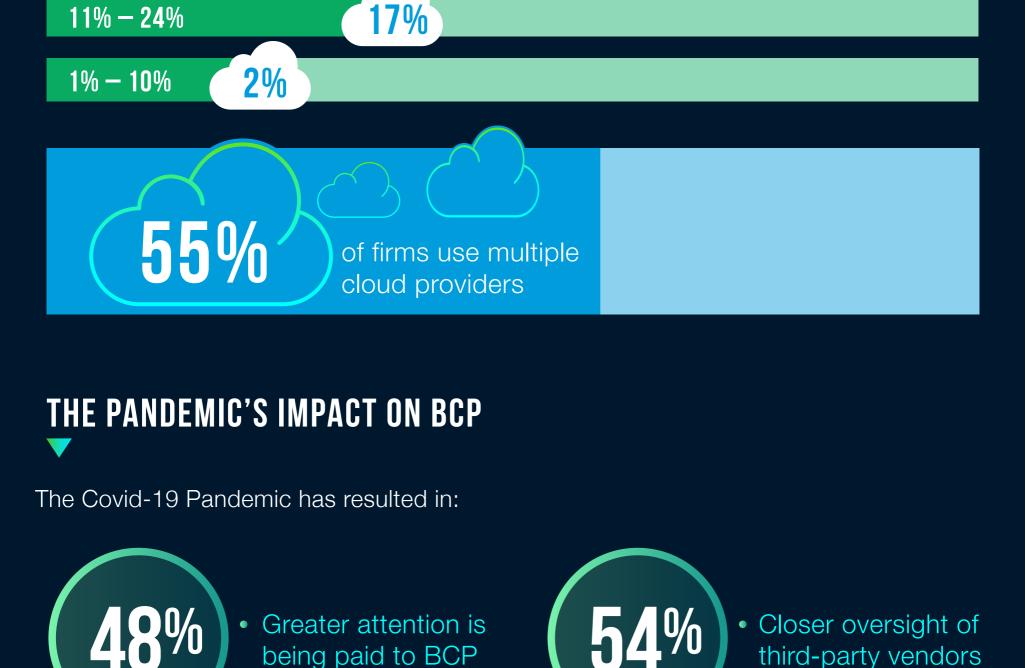
75% - **100**%

50% - 74%

15%



40% **25% - 49%**



38% ESG strategies portfolio and funds to proliferate ESG training **42**% Sought ESG

39%

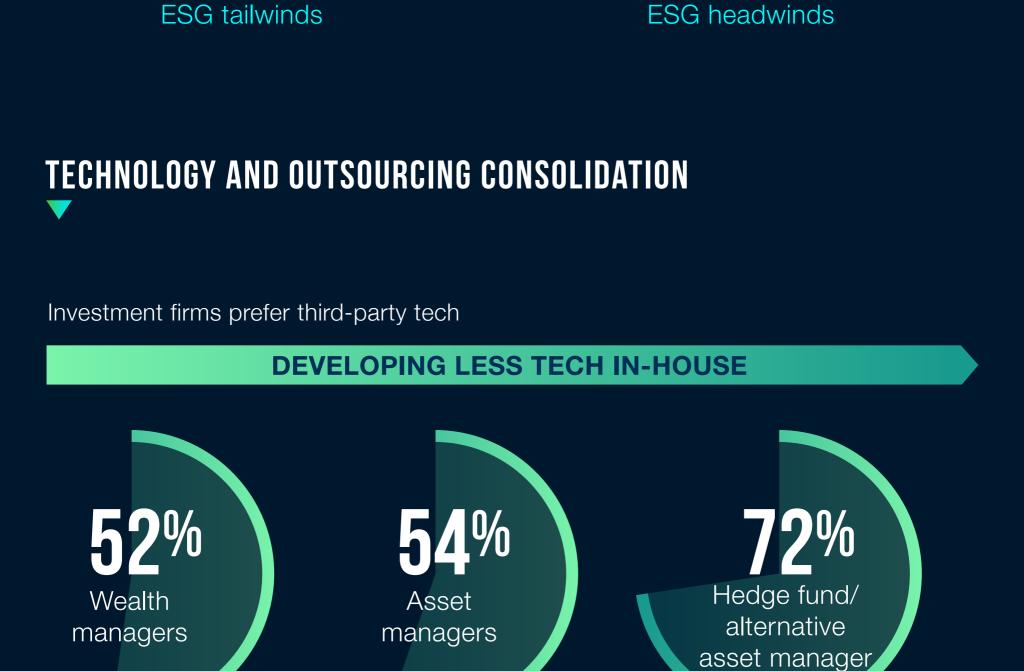
ESG ADOPTION CONTINUES WHILE BARRIERS REMAIN

Prioritized ESG

integration into

Affiliated with sustainable investing organization

entralized ESG



Reconciliation

2019: 7%

2021: 32%

Over 60% of firms are eager to work with vendors that provide both technology and outsourced services."

Outsourcing operations in the next 12 months

Shadow

accounting

2019: 7%

2021: 29%

Middle-office and

fund accounting

2019: 17%

2021: 32%



2021: Cybersecurity 35%

2019: Investment performance 34%

2021: Risk management 29%

2021: Vendor oversight 26

2019: Attracting new clients 34%

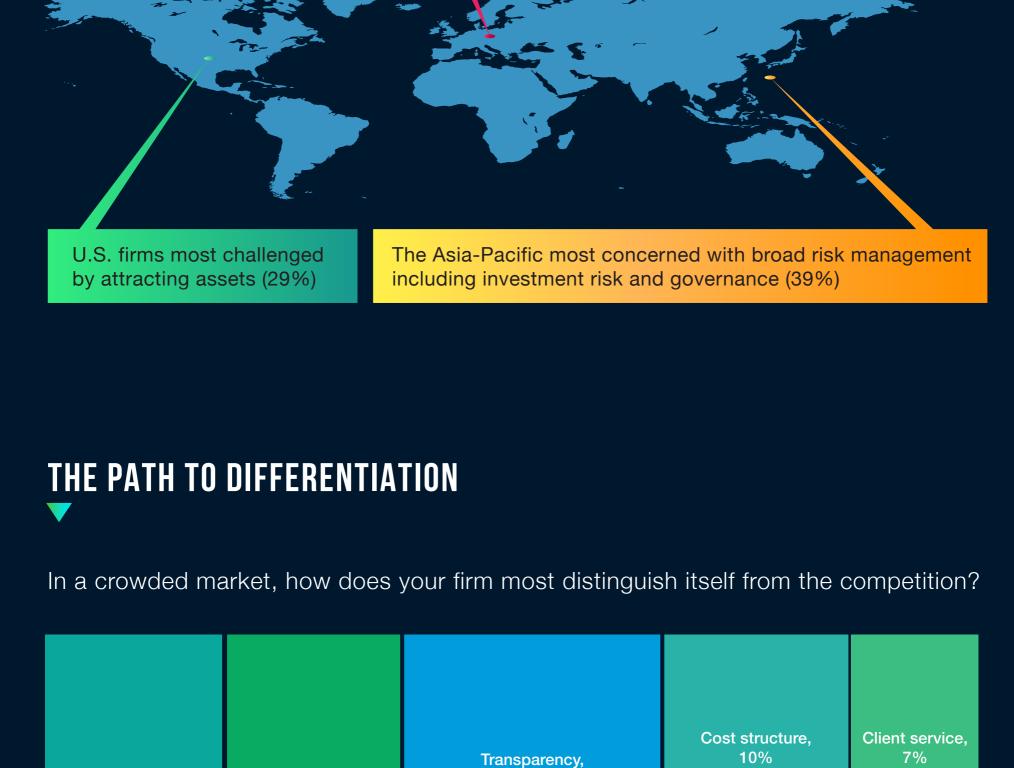
2019: Operational efficiency 33%

European managers less worried about attracting assets

(19%) and managing broad risks (26%)

REGIONAL TRENDS

Top 3 challenges to investment management



Independence, investment 5% strategy, 5% Innovation, 12% Reputation/ **Technology** Trusted partner, partnerships, 5% 4%

Investment

Performance,

19%

Risk Management,

20%

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16%

Product offering

/unique

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