

CLM Solutions for Wealth Management, 2023

Market and Vendor Landscape



About Chartis

Chartis Research is the leading provider of research and analysis on the global market for risk technology. It is part of Infopro Digital, which owns market-leading brands such as Risk and WatersTechnology. Chartis' goal is to support enterprises as they drive business performance through improved risk management, corporate governance and compliance, and to help clients make informed technology and business decisions by providing in-depth analysis and actionable advice on virtually all aspects of risk technology. Areas of expertise include:

- Credit risk.
- Operational risk and governance, risk management and compliance (GRC).
- Market risk.
- Asset and liability management (ALM) and liquidity risk.
- Energy and commodity trading risk.
- Financial crime, including trader surveillance, anti-fraud and anti-money laundering.
- Cyber risk management.
- Insurance risk.
- Regulatory requirements.
- Wealth advisory.
- Asset management.

Chartis focuses on risk and compliance technology, giving it a significant advantage over generic market analysts.

The firm has brought together a leading team of analysts and advisors from the risk management and financial services industries. This team has hands-on experience of developing and implementing risk management systems and programs for Fortune 500 companies and leading consulting firms.

Visit www.chartis-research.com for more information.

Join our global online community at www.risktech-forum.com.

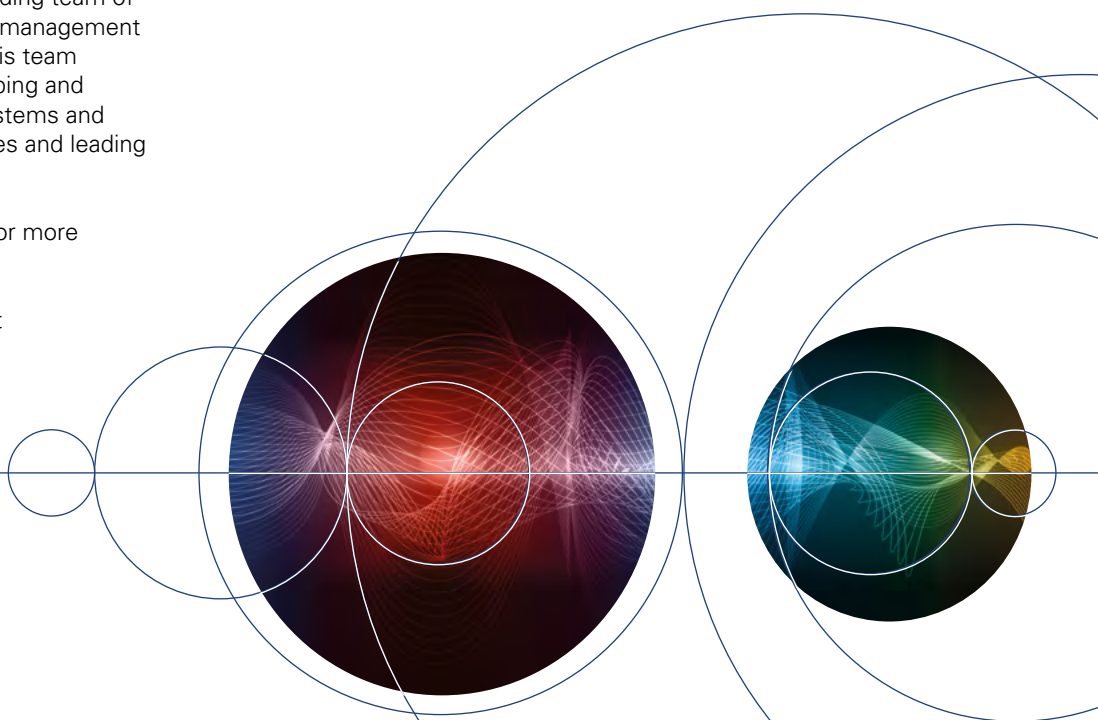
© Copyright Infopro Digital Services Limited 2023. All Rights Reserved.

No part of this publication may be reproduced, adapted, stored in a retrieval system or transmitted in any form by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission of Infopro Digital Services Limited trading as Chartis Research ('Chartis').

*The facts of this document are believed to be correct at the time of publication but cannot be guaranteed. Please note that the findings, conclusions and recommendations that Chartis delivers are based on information gathered in good faith, the accuracy of which we cannot guarantee. Chartis accepts no liability whatsoever for actions taken based on any information that may subsequently prove to be incorrect or errors in our analysis. See **'Terms and conditions'**.*

RiskTech100®, RiskTech Quadrant® and FinTech Quadrant™ are Registered Trademarks of Infopro Digital Services Limited.

Unauthorized use of Chartis' name and trademarks is strictly prohibited and subject to legal penalties.



Jump to: [Market landscape](#) | [Chartis RiskTech Quadrant[®] and tables](#) | [Methodology](#)

Executive summary

The market for client lifecycle management (CLM) solutions for wealth management firms is an area defined by its requirements for *flexibility*. Wealth management clients are both complex and sensitive, and integrating their customer journey within a single platform is challenging.

But this complexity also makes this market one in which features enabled by technology can make a significant difference. Long onboarding times are unacceptable for many wealth management clients, and reducing these, alongside increased levels of flexibility in the services offered, can produce significant benefits.

Technology vendors in the space have therefore focused on building out CLM platforms for wealth management space firms, whereby institutions and clients can take an 'à la carte' approach to deploying solutions. Coverage includes both compliance and onboarding functions, as well as trading and portfolio monitoring. Cloud deployments and application programming interface (API) connections are also at a premium in this market. In addition, the ability to connect seamlessly to various systems (portfolio, surveillance, or even environmental, social and governance [ESG], for example) has also been a key differentiator.

The vendors in this space come from different areas, following the drive toward centralization of CLM solutions. Vendors include firms from the compliance and onboarding space, workflow and governance, risk management and compliance (GRC) vendors, surveillance-focused vendors and data-based players. First movers, which have focused on building out platform capabilities and partnerships targeted at the wealth management industry, have often been most successful in this area.

This report uses Chartis' RiskTech Quadrant[®] to explain the structure of the market. The RiskTech Quadrant[®] uses a comprehensive methodology of in-depth independent research and a clear scoring system to explain which technology solutions meet an organization's needs. The RiskTech Quadrant[®] does not simply describe one technology offering as the best risk management solution; rather, it uses a sophisticated ranking methodology to explain which solutions would be best for buyers, depending on their implementation strategies.

This report covers the leading providers of CLM for wealth management solutions, including: AML Partners, Delta Capita, Fenargo, KYC Portal, LexisNexis Risk Solutions, Moody's, Muinmos, NICE Actimize, Wealth Dynamix and Xapien.

We aim to provide as comprehensive a view as possible of the vendor landscape within the context of our research. Note, however, that not all vendors we approached provided adequate information for our analysis, and some declined to participate in this research.

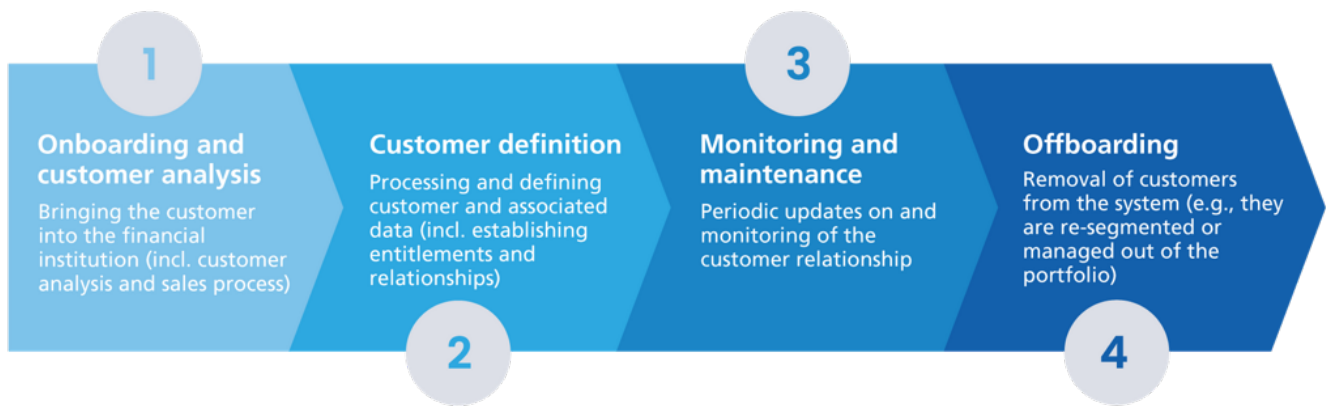
[Jump to top](#)

Market landscape

Overview and context

CLM encompasses all touchpoints, interactions, processes and workflow elements across and during the client relationship (see Figure 1), from pre-onboarding (prospecting, for example) across the various onboarding activities (such as Know Your Customer [KYC]) to all the ongoing activities that are required. It's important to stress the ongoing (indeed perpetual) nature of CLM, with regard to interactions and activities such as regulatory reviews and client and account maintenance.

Figure 1: CLM across the client relationship



Source: Chartis Research

The wealth management space is fragmented space, with a broad spectrum of providers, including large financial institutions (such as global universal banks) and more specialized firms (such as regional asset or wealth managers). The clientele served by these providers is diverse, leading to equally diverse relationships. The sector is usually divided according to a traditional nomenclature:

- Retail, affluent, (lower and upper) high-net-worth individuals (HNWIs).
- Ultra-high-net-worth individuals (UHNWIs).

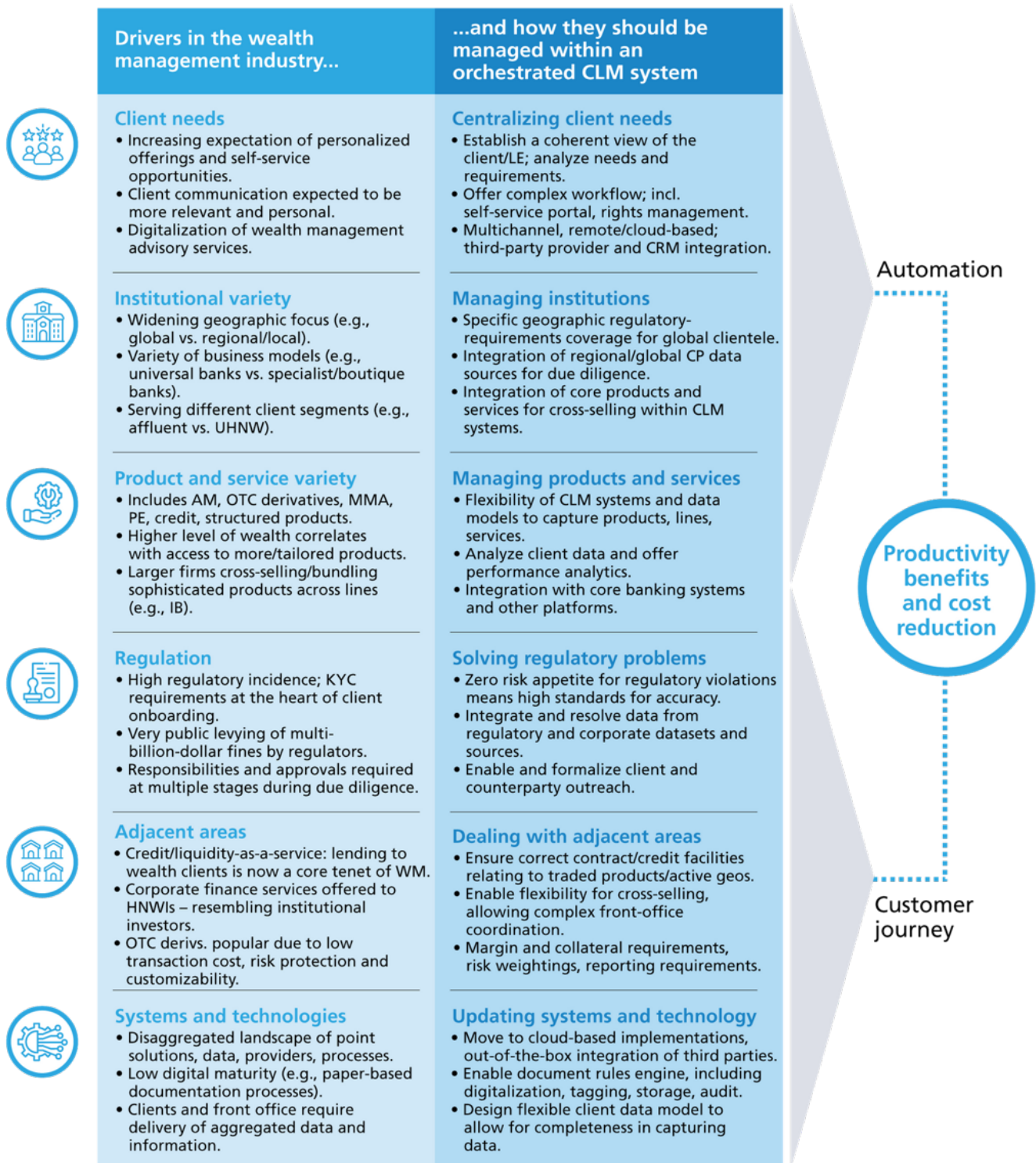
The CLM priorities for wealth managers resemble those for other large and complex financial institutions. The focus remains on bringing various areas together, providing a single view (or as close to one as possible) across a wide number of business processes.

Sensitive and complex

The main differentiating factors in the sector are found among the clients themselves: HNWIs are often complex 'entities', which often have diverse and complex financial portfolios that include various assets, investments and business interests. Their wealth may be spread across multiple jurisdictions, making the gathering of comprehensive information and accurate assessment of associated risks a challenge for financial institutions. These people often have a strong desire for privacy and confidentiality around their financial affairs, and may be reluctant to disclose detailed information about their assets, investments or business

interests. Consequently, banks must balance the need for transparency and regulatory compliance in respect of these clients' privacy expectations (see Figure 2).

Figure 2: Managing wealth management clients



Source: Chartis Research

In addition, wealth management clients may have trusts, foundations or offshore accounts, which can make the onboarding process more complex. These organizational structures may involve multiple layers, beneficiaries and jurisdictions, requiring in-depth analysis to understand their ownership, control and potential risks.

HNWIs often have unique and sophisticated service requirements, so require delicate management: they may expect tailored investment strategies and access to exclusive investment opportunities. Banks must demonstrate their ability to meet these specific needs, which may involve specialized teams and expertise, as well as customized solutions. This service can include direct access to senior bankers or relationship managers who can understand an HNWI's financial goals and provide customized advice.

For banks, serving HNWIs comes with increased reputational and brand risk. HNWIs may have high public profiles, and any association with financial irregularities or scandals can significantly affect a firm's reputation, meaning that banks must exercise caution and conduct thorough risk assessments before engaging with them.

CLM developments across multiple business lines

We can view firms' need for personalized and complex client interaction through different lenses. Some of the areas discussed in our [previous CLM report](#) are still contributing toward our view of CLM (such as markets, operations and credit) – but wealth management has its own specific drivers pushing firms toward a single customer view.

The main ones among these are the drivers of customer relationship management (CRM) and KYC systems, which have increasingly been brought together. The convergent evolution of these solutions, in terms of their requirements, has driven the evolution of CLM technology.

Developments include:

- **Enhanced client data management.** CRM systems capture and store comprehensive client data, including personal information, financial profiles, investment preferences and communication history. This data serves as the foundation for effective CLM and KYC practices, enabling wealth managers to keep track of their clients and their needs, and meet their regulatory compliance obligations.
- **Holistic client engagement.** Wealth management firms strive to build and

maintain long-term relationships with their clients. By integrating CRM and KYC practices, firms can develop a holistic view of each client's journey, tracking interactions from initial prospecting and onboarding through to ongoing portfolio management and review processes. This integrated approach allows wealth managers to provide personalized advice, address client needs and identify upselling or cross-selling opportunities.

- **Personalization and customization.** The convergence of practices enables wealth managers to personalize their services based on individual client preferences and needs. By leveraging CRM systems, for example, wealth management firms can analyze client data, track investment performance and monitor financial goals. This information helps advisors tailor investment strategies, create customized financial plans and deliver personalized recommendations throughout the client lifecycle.
- **Regulatory compliance.** KYC regulations require wealth management firms to verify and update client information regularly. CRM systems integrated with KYC functionality allow firms to carry out seamless customer due diligence, identity verification and risk assessment. By automating and streamlining these processes, wealth managers can efficiently ensure compliance with AML, KYC and other regulatory requirements, reducing manual effort and mitigating the risk of non-compliance.
- **Risk management and monitoring.** The convergence of CRM, CLM and KYC practices strengthens firms' risk management capabilities in the area of wealth management. CRM systems can be integrated with risk assessment tools, allowing wealth managers to continuously monitor clients' investment portfolios continuously, assess risk exposure, and identify potential red flags or anomalies. This integration enhances firms' ability to manage risks proactively and make informed decisions to protect client assets.
- **Collaboration.** CRM platforms provide a centralized hub for client information, facilitating collaboration among different stakeholders within wealth management firms. Advisors, relationship managers, compliance officers and support staff can access and update client data, track client interactions and share important insights.

Personalization and the specific challenges of CLM for wealth management clients

Convenience for clients is one of the fundamental conceptual elements upon which wealth management rests. Clients expect to engage with their advisors and manage their investments at any time and, nowadays more than ever, remotely via digital channels. Unlike in retail banking, where a narrower notion of convenience ('one touch, one click') dominates, wealth management clients want a service that is not only convenient but also timely and tailored to their requirements. As a result, wealth managers must operate under a broader definition of 'convenience'.

'Personalization' refers to how clients' needs can create challenges for financial institutions in tailoring their offerings to customer preferences. This type of customization is often closely linked to clients' personal milestones of clients. Among the key life events for wealth management clients that are key drivers for the customization of products and services are changes in the household, important life moments and financial goals that clients aspire to: real estate purchases, (early) retirement, marriage and family, inheritance, starting a new business or leveling up, for example. These, in turn, create demands on wealth management providers.

Typically, however, the degree to which financial institutions personalize their products and services correlates with the clients' assets under management. Whereas in traditional models of wealth management, demographics and higher levels of wealth tended to unlock more options for customization, the modern approach tends to take into account a wider array of factors.

In this context, specific challenges for firms include (see Figure 3):

- **Relationship building.** Wealth management depends on building and maintaining strong relationships with clients. HNWIs have complex financial needs and require personalized attention, but establishing trust and rapport takes time and effort.
- **Client acquisition.** Acquiring new HNWIs as clients can be a challenge. Wealthy individuals have diverse investment options, and are often approached by numerous financial institutions and advisors. For wealth management firms, finding ways to stand out from the competition and effectively demonstrate their value proposition is vital in attracting new clients.

- **Customized solutions.** HNWI typically have unique financial goals and risk tolerances. Providing personalized investment strategies and tailored solutions to meet their specific needs requires in-depth understanding and analysis. Wealth management firms must have the expertise and resources to deliver highly customized services.
- **Market volatility.** Financial markets are inherently volatile, and wealth management clients expect their advisors to navigate and mitigate risks effectively. Monitoring market trends, providing timely advice and adjusting investment strategies are all part of the CLM process.
- **Data security and privacy.** Handling HNWI's sensitive financial information requires robust data security. Wealth management firms must invest in secure infrastructure, comply with data protection regulations and ensure client confidentiality.
- **Succession planning.** Wealth management often involves multi-generational relationships. Firms need to plan for a succession of advisors and ensure a smooth transition of client relationships when senior advisors retire or leave the firm.
- **Education and communication.** Wealth management is a complex field, and effectively communicating investment strategies, market insights and financial concepts to clients is essential. Providing education and regular communication through reports, meetings and digital channels helps firms to build trust and transparency – but it requires clear and concise messaging.
- **ESG and other related solutions.** Changes in institutional and vendor requirements must be folded into CLM processes quickly. One notable area concerns issues around ESG, which may require specific questions or assessments that relate to clients' ESG preferences, values and sustainability goals (including carbon footprint, exposure to controversial industries, social impact and governance practices). Risk assessment models must be updated to include ESG-specific indicators and metrics.

Figure 3: Some CLM-related challenges for wealth management firms



Source: Chartis Research

Taken together, these challenges mean that firms require a high-touch, highly personalized system that can respond to each of the issues in turn.

Technology focus: high-touch and flexibility at a premium

As result of these factors, a priority for wealth management firms is central orchestration, which enables them to deliver a variety of customer services using different technologies and tools, including the following.

Cloud-based implementations

A best-practice client experience is typically delivered through the cloud, and on-premise implementations are often a possibility. This can provide specific flexibility for access and rights that can be delivered across multi-tenant implementations.

Orchestrated case management

This features a document rules engine, workflow automation and dynamic collaboration. To manage numerous physical documents, firms should be able to scan and digitize documents into a rules engine. This process should include metadata tagging, storage, audit and integration with rules engines.

Case-centric workflow automation capabilities enable CLM teams to collaborate dynamically, use pre-designed case templates and introduce automation capabilities to process cases digitally. This can help to facilitate client case handling through the guided collection of documentation and task assignment flows, ensuring transparency and full compliance.

It is also important that the advantages of such capabilities extend to the front office. By saving time through orchestrated document management, client advisors can spend a greater proportion of their time with clients, to create the most value.

Guided flexibility for the client data model

This involves creating pattern-based, pre-packaged extendable blueprints for client data models. Moreover, the client data model should be configurable (i.e., able to capture hierarchies and relationships), while remaining as targeted and functional as possible. More complex models (such as investment models with complex derivatives) may not be suited to simpler contexts. Guided flexibility, in the sense of configurability and being able to offer model completeness to capture all client complexities is key.

Using identifiers for UHNW clients with links to legal entities

Assuming that there is consistency among legal entities across jurisdictions, in the name of efficiency, CLM is an excellent use case for legal entity identifiers (LEIs) when clients have links to corporate entities. Because LEIs allow for easy identification of legal entities, they have the potential to simplify key stages of CLM (such as onboarding, reporting or risk monitoring).

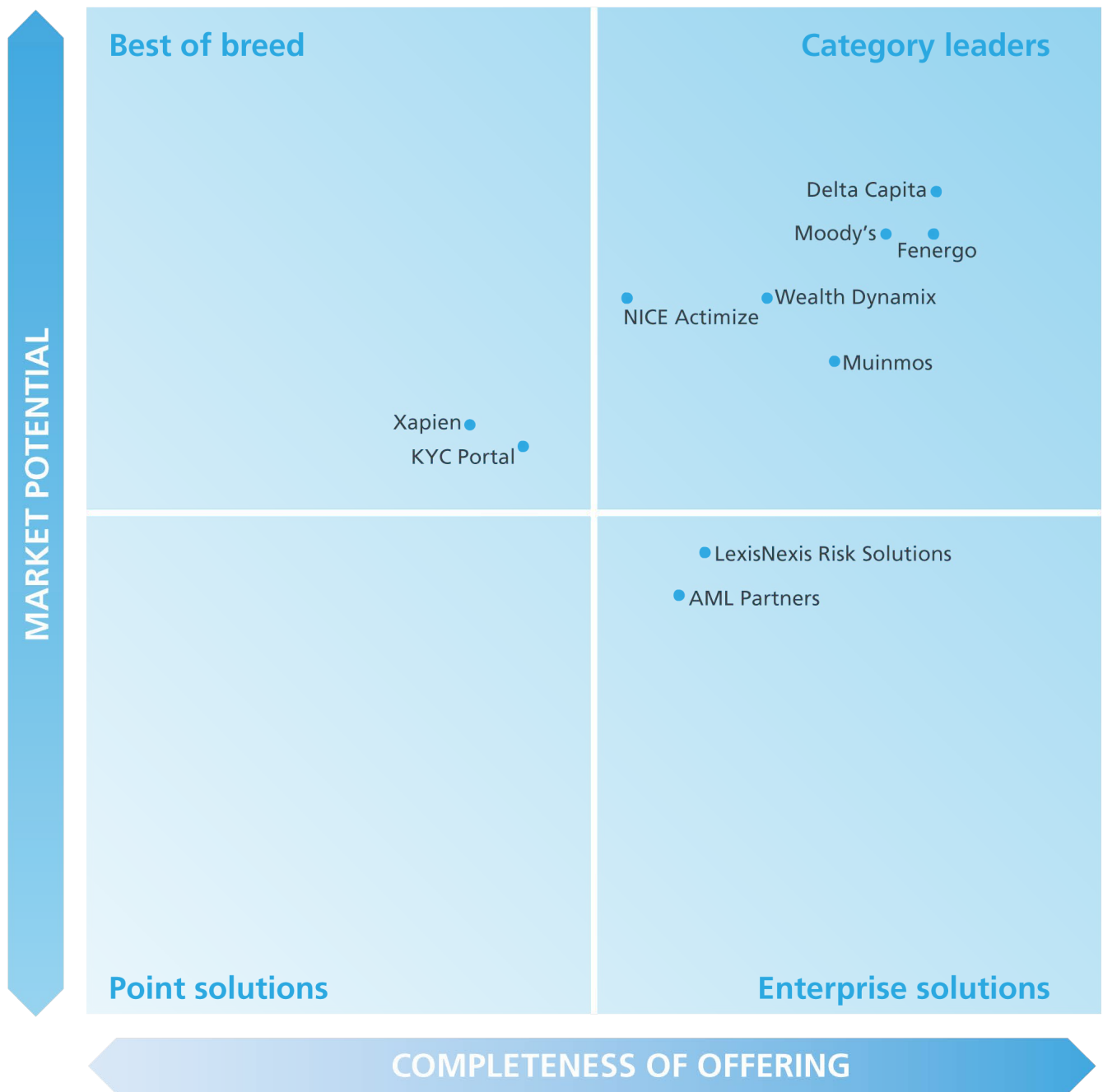
[Jump to top](#)

Vendor landscape

Chartis RiskTech Quadrant[®] and vendor capabilities for CLM solutions for wealth management, 2023

Figure 4 illustrates Chartis' view of the vendor landscape for CLM solutions for wealth management. Table 1 lists the completeness of offering and market potential criteria we used to assess the vendors. Table 2 lists the vendor capabilities in this area.

Figure 4: RiskTech Quadrant[®] for CLM solutions for wealth management, 2023



Source: Chartis Research

Table 1: Assessment criteria for vendors of CLM solutions for wealth management, 2023

Completeness of offering	Market potential
Data management	Customer satisfaction
Entity management	Market penetration
Workflow and automation	Growth strategy
System interfaces and APIs	Business model
Policy management	Financials
Packaging and UX	

Source: Chartis Research

Table 2: Vendor capabilities for CLM solutions for wealth management, 2023

Vendor	Data management	Entity management	Workflow and automation	System interfaces and APIs	Policy management	Packaging and UX
AML Partners	***	***	****	****	***	***
Delta Capita	****	***	****	****	****	****
Fenergo	****	****	****	***	****	****
KYC Portal	***	**	***	***	***	****
LexisNexis Risk Solutions	****	****	***	****	***	***
Moody's	****	***	****	****	****	****
Muinmos	****	***	****	****	****	***
NICE Actimize	***	***	****	****	***	***
Wealth Dynamix	***	***	****	****	****	****
Xapien	***	***	*	****	*	****

Key: **** = Best-in-class capabilities; *** = Advanced capabilities; ** = Meets industry requirements; * = Partial coverage/component capability

Source: Chartis Research

Quadrant dynamics

The centralization of CLM as a discipline has come from different angles, and this is reflected in the quadrant. While most of the vendors in the landscape can be seen to have a centralized platform, they have approached this from different angles. Cloud deployments and APIs are used almost universally.

KYC and compliance-focused vendors still make up most of the solution providers in the space. These have often developed their offerings from screening-focused and/or workflow-centric solutions, and have tended to deal with the onboarding function, as well as ongoing monitoring. The operational and market areas are typically other points of focus, with API integrations connecting related solutions to the CLM platform.

Conversely, some firms have come from the surveillance space, taking a bird's-eye view of portfolios and customer responsibilities to provide an abstracted platform for CLM. These typically focus on policy management, advice to clients and suitability requirements.

Workflow vendors remain a common feature of this market, despite having less of a presence than in investment and banking. This is because the higher specificity of wealth management does not lend itself to this more generic approach. Because of this, these firms are more of a platform play than other vendors, but their reliance on core workflow strength can leave them with only a single differentiator. These firms often originate from adjacent areas to the compliance vendors, including GRC/operational risk or CRM services.

Data vendors have also been making more of an impact, using the 'exhaust' from data services to prioritize their capabilities. Flexibility and cloud deployments are watchwords of these solutions, but they sometimes have less depth than the more established specialists. Integrations with areas and disciplines such as ESG are key.

Because of the specificity of the market, however, there has been a significant first-mover advantage for the early CLM solutions for wealth management solutions – those that have built out a platform of capabilities, and have a large number of partners and third-party firms. These companies, with a few years' head start, have typically been able to achieve significant footholds within the CLM for wealth management market.

[Jump to top](#)

Appendix A: RiskTech Quadrant[®] methodology

Chartis is a research and advisory firm that provides technology and business advice to the global risk management industry. Chartis provides independent market intelligence regarding market dynamics, regulatory trends, technology trends, best practices, competitive landscapes, market sizes, expenditure priorities, and mergers and acquisitions. Chartis' RiskTech Quadrant[®] reports are written by experienced analysts with hands-on experience of selecting, developing and implementing risk management systems for a variety of international companies in a range of industries, including banking, insurance, capital markets, energy and the public sector.

Chartis' research clients include leading financial services firms and Fortune 500 companies, leading consulting firms and risk technology vendors. The risk technology vendors that are evaluated in the RiskTech Quadrant[®] reports can be Chartis clients or firms with whom Chartis has no relationship. Chartis evaluates all risk technology vendors using consistent and objective criteria, regardless of whether they are a Chartis client.

Where possible, risk technology vendors are given the opportunity to correct factual errors prior to publication, but cannot influence Chartis' opinion. Risk technology vendors cannot purchase or influence positive exposure. Chartis adheres to the highest standards of governance, independence and ethics.

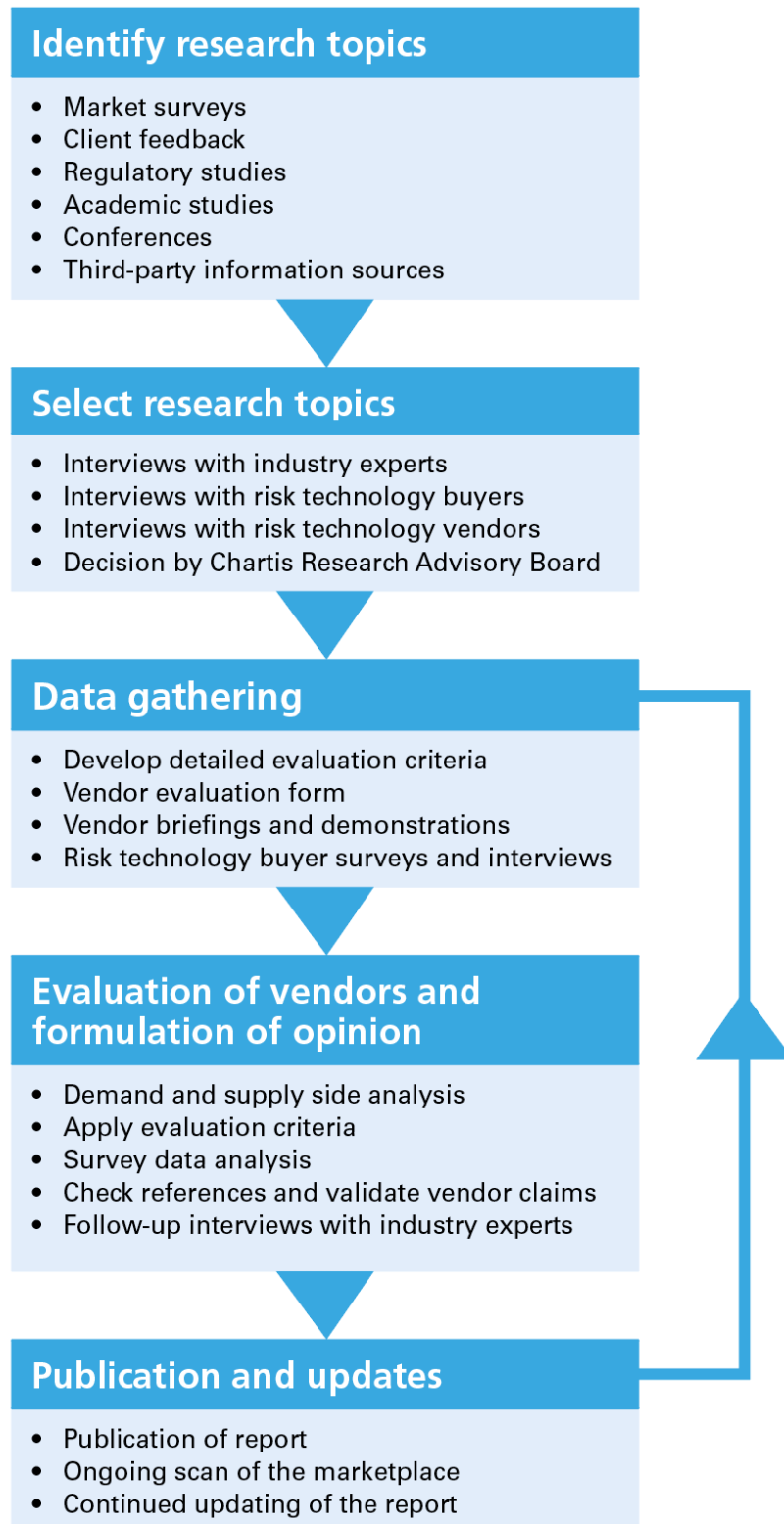
Inclusion in the RiskTech Quadrant[®]

Chartis seeks to include risk technology vendors that have a significant presence in a given target market. The significance may be due to market penetration (e.g., large client base) or innovative solutions. Chartis does not give preference to its own clients and does not request compensation for inclusion in a RiskTech Quadrant[®] report. Chartis utilizes detailed and domain-specific 'vendor evaluation forms' and briefing sessions to collect information about each vendor. If a vendor chooses not to respond to a Chartis vendor evaluation form, Chartis may still include the vendor in the report. Should this happen, Chartis will base its opinion on direct data collated from risk technology buyers and users, and from publicly available sources.

Research process

The findings and analyses in the RiskTech Quadrant[®] reports reflect our analysts' considered opinions, along with research into market trends, participants, expenditure patterns and best practices. The research lifecycle usually takes several months, and the analysis is validated through several phases of independent verification. Figure 5 below describes the research process.

Figure 5: RiskTech Quadrant[®] research process



Source: Chartis Research

Chartis typically uses a combination of sources to gather market intelligence. These include (but are not limited to):

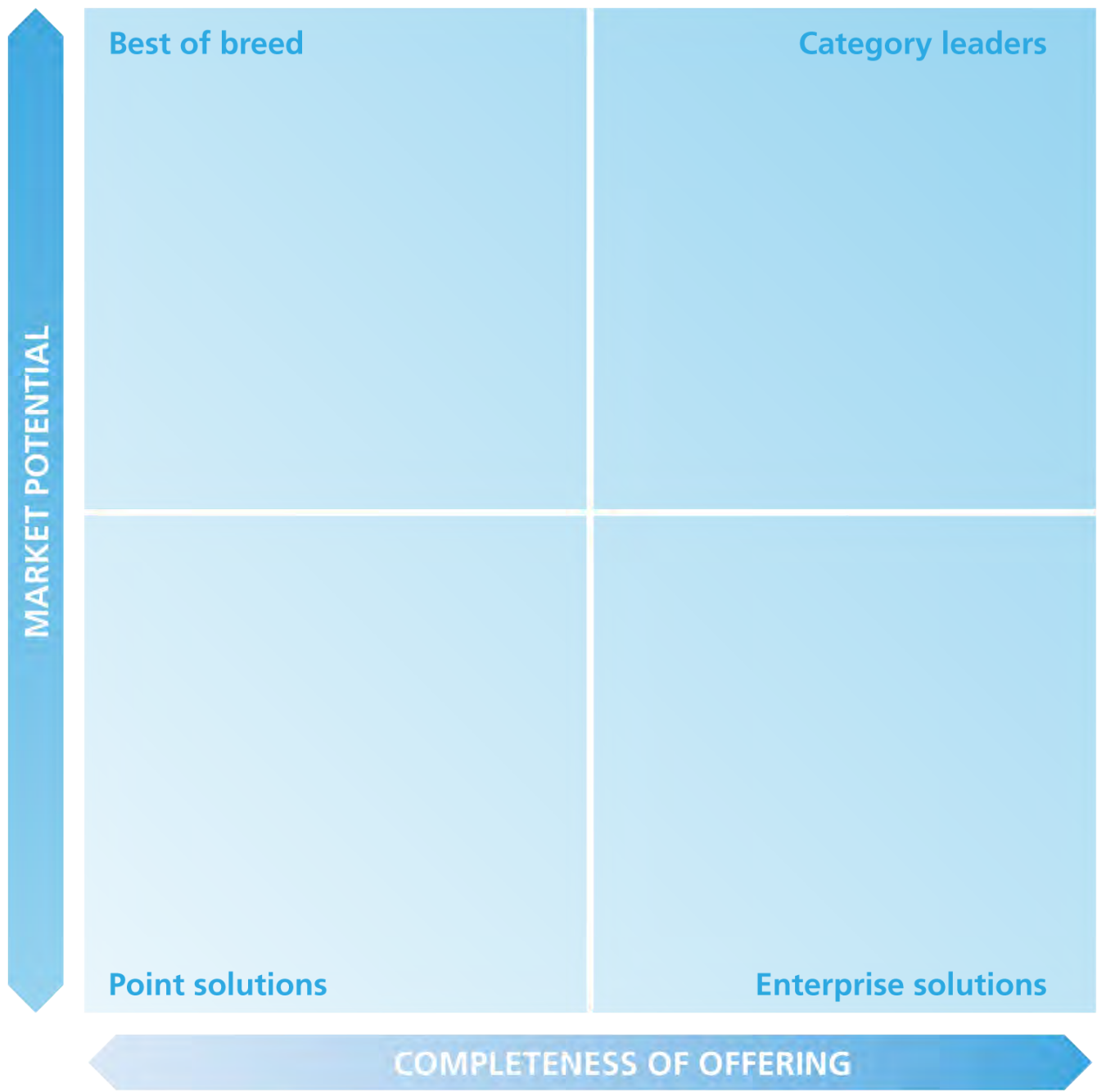
- **Chartis vendor evaluation forms.** A detailed set of questions covering functional and non-functional aspects of vendor solutions, as well as organizational and market factors. Chartis' vendor evaluation forms are based on practitioner-level expertise and input from real-life risk technology projects, implementations and requirements analysis.
- **Risk technology user surveys.** As part of its ongoing research cycle, Chartis systematically surveys risk technology users and buyers, eliciting feedback on various risk technology vendors, satisfaction levels and preferences.
- **Interviews with subject matter experts.** Once a research domain has been selected, Chartis undertakes comprehensive interviews and briefing sessions with leading industry experts, academics and consultants on the specific domain to provide deep insight into market trends, vendor solutions and evaluation criteria.
- **Customer reference checks.** These are telephone and/or email checks with named customers of selected vendors to validate strengths and weaknesses, and to assess post-sales satisfaction levels.
- **Vendor briefing sessions.** These are face-to-face and/or web-based briefings and product demonstrations by risk technology vendors. During these sessions, Chartis experts ask in-depth, challenging questions to establish the real strengths and weaknesses of each vendor.
- **Other third-party sources.** In addition to the above, Chartis uses other third-party sources of information such as conferences, academic and regulatory studies, and collaboration with leading consulting firms and industry associations.

Evaluation criteria

The RiskTech Quadrant[®] (see Figure 5) evaluates vendors on two key dimensions:

1. Completeness of offering
2. Market potential

Figure 5: RiskTech Quadrant[®]



Source: *Chartis Research*

We develop specific evaluation criteria for each piece of quadrant research from a broad range of overarching criteria, outlined below. By using domain-specific criteria relevant to each individual risk, we can ensure transparency in our methodology and allow readers to fully appreciate the rationale for our analysis.

Completeness of offering

- **Depth of functionality.** The level of sophistication and number of detailed features in the software product (e.g., advanced risk models, detailed and

flexible workflow, domain-specific content). Aspects assessed include: innovative functionality, practical relevance of features, user-friendliness, flexibility and embedded intellectual property. High scores are given to firms that achieve an appropriate balance between sophistication and user-friendliness. In addition, functionality linking risk to performance is given a positive score.

- **Breadth of functionality.** The spectrum of requirements covered as part of an enterprise risk management system. This varies for each subject area, but special attention is given to functionality covering regulatory requirements, multiple risk classes, multiple asset classes, multiple business lines and multiple user types (e.g., risk analyst, business manager, CRO, CFO, compliance officer). Functionality within risk management systems and integration between front office (customer-facing) and middle/back office (compliance, supervisory and governance) risk management systems are also considered.
- **Data management and technology infrastructure.** The ability of risk management systems to interact with other systems and handle large volumes of data is considered to be very important. Data quality is often cited as a critical success factor and ease of data access, data integration, data storage and data movement capabilities are all important factors. Particular attention is given to the use of modern data management technologies, architectures and delivery methods relevant to risk management (e.g., in-memory databases, complex event processing, component-based architectures, cloud technology, software-as-a-service). Performance, scalability, security and data governance are also important factors.
- **Risk analytics.** The computational power of the core system, the ability to analyze large amounts of complex data in a timely manner (where relevant in real time), and the ability to improve analytical performance are all important factors. Particular attention is given to the difference between 'risk' analytics and standard 'business' analytics. Risk analysis requires such capabilities as non-linear calculations, predictive modeling, simulations, scenario analysis, etc.
- **Reporting and presentation layer.** The ability to present information in a timely manner, the quality and flexibility of reporting tools, and ease of use are important for all risk management systems. Particular attention is given to the ability to do ad hoc 'on-the-fly' queries (e.g., what-if analysis), as well as the range of 'out-of-the-box' risk reports and dashboards.

Market potential

- **Business model.** Includes implementation and support and innovation (product, business model and organizational). Important factors include size and quality of implementation team, approach to software implementation and post-sales support and training. Particular attention is given to 'rapid' implementation methodologies and 'packaged' services offerings. Also evaluated are new ideas, functionality and technologies to solve specific risk management problems. Speed to market, positioning and translation into incremental revenues are also important success factors in launching new products.
- **Market penetration.** Volume (i.e., number of customers) and value (i.e., average deal size) are considered important. Rates of growth relative to sector growth rates are also evaluated. Also covers brand awareness, reputation and the ability to leverage current market position to expand horizontally (with new offerings) or vertically (into new sectors).
- **Financials.** Revenue growth, profitability, sustainability and financial backing (e.g., the ratio of license to consulting revenues) are considered key to scalability of the business model for risk technology vendors.
- **Customer satisfaction.** Feedback from customers is evaluated, regarding after-sales support and service (e.g., training and ease of implementation), value for money (e.g., price to functionality ratio) and product updates (e.g., speed and process for keeping up to date with regulatory changes).
- **Growth strategy.** Recent performance is evaluated, including financial performance, new product releases, quantity and quality of contract wins, and market expansion moves. Also considered are the size and quality of the sales force, sales distribution channels, global presence, focus on risk management, messaging and positioning. Finally, business insight and understanding, new thinking, formulation and execution of best practices, and intellectual rigor are considered important.

Quadrant descriptions

Point solutions

Point solutions providers focus on a small number of component technology capabilities, meeting a critical need in the risk technology market by solving specific risk management problems with domain-specific software applications and technologies.

They are often strong engines for innovation, as their deep focus on a relatively

narrow area generates thought leadership and intellectual capital.

By growing their enterprise functionality and utilizing integrated data management, analytics and BI capabilities, vendors in the point solutions category can expand their completeness of offering, market potential and market share.

Best-of-breed

Best-of-breed providers have best-in-class point solutions and the ability to capture significant market share in their chosen markets.

They are often distinguished by a growing client base, superior sales and marketing execution, and a clear strategy for sustainable, profitable growth. High performers also have a demonstrable track record of R&D investment, together with specific product or 'go-to-market' capabilities needed to deliver a competitive advantage.

Focused functionality will often see best-of-breed providers packaged together as part of a comprehensive enterprise risk technology architecture, co-existing with other solutions.

Enterprise solutions

Enterprise solutions providers typically offer risk management technology platforms, combining functionally rich risk applications with comprehensive data management, analytics and BI.

A key differentiator in this category is the openness and flexibility of the technology architecture and a 'toolkit' approach to risk analytics and reporting, which attracts larger clients.

Enterprise solutions are typically supported with comprehensive infrastructure and service capabilities, and best-in-class technology delivery. They also combine risk management content, data and software to provide an integrated 'one-stop-shop' for buyers.

Category leaders

Category leaders combine depth and breadth of functionality, technology and content with the required organizational characteristics to capture significant share in their market.

Category leaders demonstrate a clear strategy for sustainable, profitable growth,

matched with best-in-class solutions and the range and diversity of offerings, sector coverage and financial strength to absorb demand volatility in specific industry sectors or geographic regions.

Category leaders will typically benefit from strong brand awareness, global reach and strong alliance strategies with leading consulting firms and systems integrators.

[Jump to top](#)

Copyright Infopro Digital Limited. All rights reserved.

You may share this content using our article tools. Printing this content is for the sole use of the Authorised User (named subscriber), as outlined in our terms and conditions -

<https://www.infopro-insight.com/terms-conditions/insight-subscriptions/>

If you would like to purchase additional rights please email info@chartis-research.com

Further reading



Client Lifecycle Management Solutions, 2022: Corporate and Investment Banks and Markets Institutions; Market and Vendor Landscape



KYC/AML Data Solutions, 2022: Market Update and Vendor Landscape



Model Risk Management: Validation Services and Tools, and Governance Solutions, 2023; Market and Vendor Landscape



Collateral Management Systems for Capital Markets – Buy-Side and Sell-Side, 2023: Market and Vendor Landscape



RiskTech 100 2023



Buyside50 2023

For all these reports, see www.chartis-research.com