

WELCOME TO ALTER DOMUS

Integrated solutions for the alternative investment industry



Building lasting partnerships through knowledge, trust and collaboration

European at inception, global by conviction

Alter Domus got its start more than 15 years ago as a spin-off of one of the Big 4. Today, our range of services spans the entire value chain of alternative investment structures thanks to our distinctive vertically integrated model.

Putting clients first

Through the conversations we have with clients, we’ve found that most have very similar concerns. They want to drive growth, reduce costs, achieve operational efficiency, and manage their own risks.

We also understand how quickly their needs change because of upcoming regulations, emerging trends or because of their own strategic decisions. By being a flexible, reliable partner, we’ve committed ourselves to staying at the forefront of these changes and providing timely solutions to our clients’ ever-evolving needs.

“Our clients deserve a reliable partner with the scalability to grow alongside them.”

DOUG HART
Chief Executive Officer

GLOBAL FIGURES



27,000
STRUCTURES UNDER ADMINISTRATION



\$1.8 trillion
USD ASSETS UNDER ADMINISTRATION



4,100
EMPLOYEES WORLDWIDE



21
COUNTRIES COVERED



26 of the 30
LARGEST REAL ESTATE FIRMS



25 of the 30
LARGEST PRIVATE EQUITY HOUSES



26 of the 30
LARGEST PRIVATE DEBT MANAGERS

A regional approach within a global framework

As a global organization, our ability to proactively connect our clients to our deep regional expertise and global capabilities is paramount. Our regional approach helps to ensure our teams are equipped with the resources necessary for fast, effective decision-making.

Our regional model is built around three regions: Europe, North America and Asia Pacific. Our approach allows us to operate in a globally designed yet locally tailored way, which ensures our clients benefit from both our vast global capabilities as well as the expertise of our local teams.

37
OFFICES ACROSS
THREE REGIONS

Our regional ambitions

North America

Facilitate clients’ cross-regional expansion and increase European and Asian clients’ access to the unmatched debt capital markets, real estate, and private equity capabilities the United States has to offer.

Europe

Further broaden our regional offering and on-the-ground access to key fund and double tax treaty jurisdictions by focusing on both local expertise and regional team coordination.

Asia Pacific

Support international and local clients with both inbound and outbound investments as the region’s only specialist provider to the private funds market.

“From our headquarters in Luxembourg to all of our offices around the world, we’re committed to helping our clients take advantage of every opportunity.”

SANDRA LEGRAND
Regional Executive Europe & Asia Pacific



Harnessing our collective intelligence to free up clients' time and resources

Service delivery tailored to our clients' needs

Whether a client has a stand-alone fund with limited investments, or a large multi-billion-dollar fund with complex investment streams across multiple jurisdictions, we've fine-tuned our approach to meet their needs.

1,950+
GROUP CLIENTS SERVED

Reliability and transparency

We've clearly defined the roles of all of our team members involved in client relationships in order to provide a seamless Alter Domus experience no matter where our clients operate.

Around the world, we match each client with a relationship manager and a support team. This approach helps us to adapt, understand, and ultimately cater our service delivery to the distinct needs of each and every client.

Our clients expect clarity, transparency, and consistent reliability from their outsourced service provider. When they come to Alter Domus, they work with the same team members year-in and year-out as a true extension of their back and middle office. By maintaining a strong intake of new staff to add to these teams, clients receive both flexible and consistent service delivery.

“Creating a single Alter Domus experience globally is a key priority that allows us to become a true partner to our clients both now, and in the future.”

ALEXANDER TRAUB
Chief Commercial Officer

Integrating our core values into our hiring strategy

With the global search for talent reaching new heights, jobseekers have seemingly endless choices. By creating an exceptional internal culture, we’re helping to build our teams’ stability, expertise, and ultimately foster their satisfaction and retention.

We place a priority on hiring talented individuals with keen understandings of our clients’ worlds. Whether they come from Big 4 backgrounds with experience in mergers and acquisitions, audits, and consultancy, or have first-hand experience working in investment management firms, we value talent that speak the same language as those we serve.

Building lasting careers

We believe in rewarding excellence and promoting exceptional individuals through long-term incentives. At any level, our people can become shareholders in the company, with a significant proportion choosing to do so.

Most importantly, we believe in continuous improvement, which is why we offer a range of training programs to help build their aptitudes and improve their professional capabilities.

“As a people-centric business, we know that our company is only as effective as our teams, which is why we employ the best and the brightest talent our industry has to offer.”

JOANNE FERRIS
Chief Human Resources Officer

GLOBAL HUMAN RESOURCES FIGURES



Diversity and inclusion

From fresh graduates to Group Executive Board Members, our commitment to diversity is more apparent than ever. Our unique hiring strategy has allowed us to create an exceptional internal culture, resulting in stability, expertise, and ultimately satisfaction and retention.

Efficiency is doing things right; effectiveness is doing the right things

While it's easy to assume all clients have the same needs, it's an in-depth attention to detail that truly guides us towards excellence.

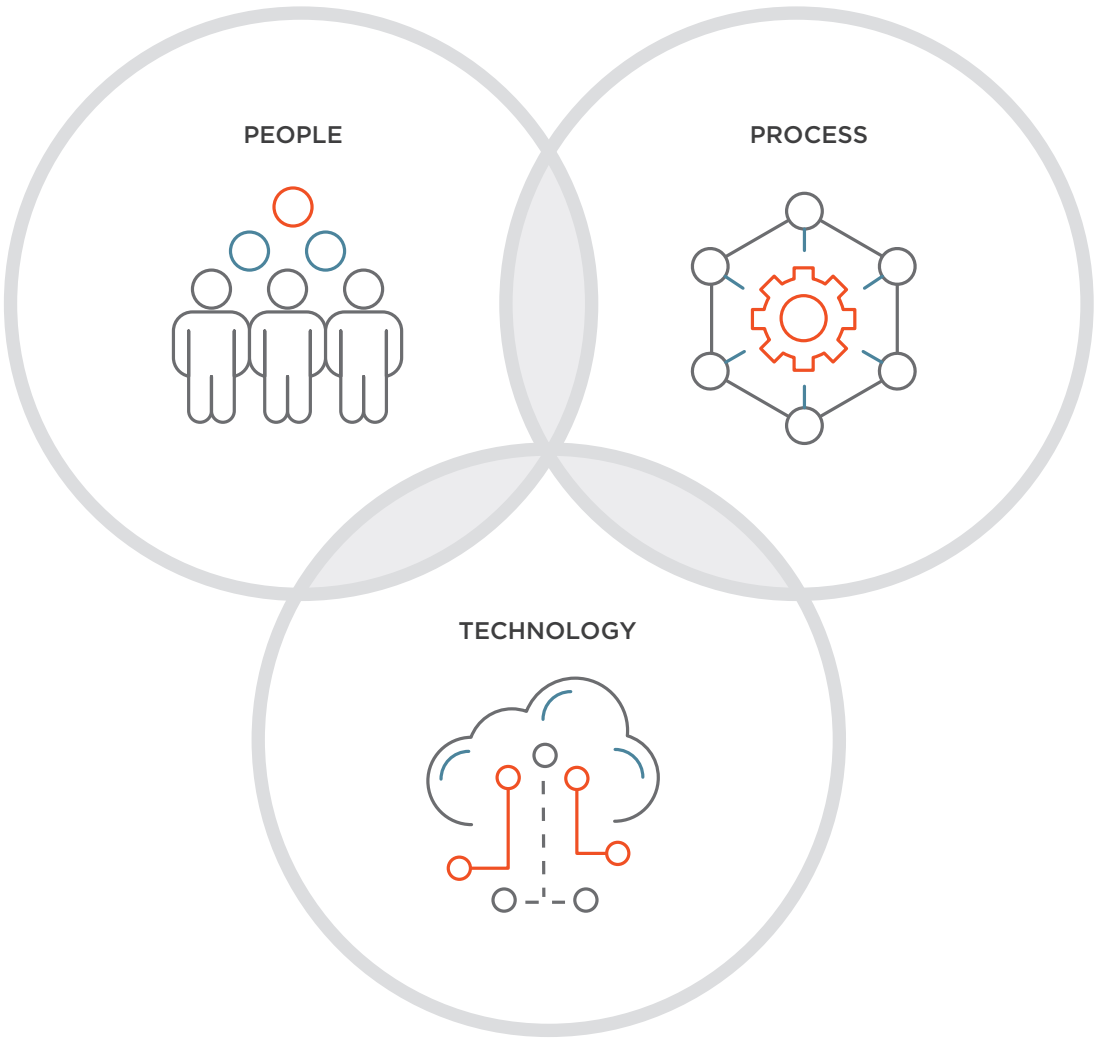
To help maximize our teams' ability to serve clients, we support and invest in innovation across the entire organization. Every day, we work to identify manual tasks that can be automated to free up time for our people to do more value-added work.

We also look for ways to improve operational efficiency and consistency through further digitalization. Robust and consistent service delivery across offices is what we strive for and in doing so, we remain focused on all the little details.

Operational efficiency

Through process automation, we work to increase our operational efficiency, enabling our teams to focus on true value add work. Our Automation Center of Excellence continuously deploys new robots to tackle repetitive processes to free up thousands of hours of our teams' time. Through our use of robotic process automation (RPA), optical character recognition (OCR), natural language processing (NLP), and artificial intelligence (AI), we're improving employee and client experiences simultaneously.

At a time of rapid growth and business transformation, our ability to identify opportunities throughout our global network and deliver them with the nimbleness and agility of a local provider makes us a true partner to our clients.



Integrating our core strengths

We understand that by augmenting our employees' work experience, they can perform more effectively as a team. By bridging the gaps between our people, processes and technology, we're ensuring both operational efficiency and consistency across the board.

Delivering solutions for today and tomorrow

Our deep understanding of our clients’ worlds and full dedication to alternative investments has helped us to develop an expansive range of services designed to meet clients’ current and future needs.

Our specialized teams each serve a distinct industry segment, meaning our clients are always involved with experts who speak the same language as their business, whether it be private equity, real estate, or debt capital markets.




A scalable approach

Our global guidelines coupled with local expertise and services delivered within a vertically integrated framework combine to help streamline complex processes and give clients the freedom to focus on what they do best. Thanks to our ability to service entities in key jurisdictions around the world, we’re always poised to scale alongside their business.

“Our ambition is to service every entity across our clients’ value chain, thus eliminating the disruption caused by engagement with multiple third-party service providers across multiple jurisdictions.”

BRUNO BAGNOULS
Head of Sales & Relationship Management, Europe

SOLUTIONS ACROSS THE VALUE CHAIN

	 ASSET SERVICES	 FUND SERVICES	 INVESTOR SERVICES
PRIVATE EQUITY	✓	✓	✓
REAL ASSETS	✓	✓	✓
DEBT CAPITAL MARKETS	✓	✓	✓

Alter Domus’ fully integrated services

Our vertically integrated approach offers a modular structure for fully streamlined results. With the flexibility to build a model designed to fit our clients’ specific needs, we offer administration solutions across the entire value chain.

SETUP / DIVESTMENT SERVICES	GOVERNANCE & BUSINESS SUPPORT	INVESTOR SERVICES	DEPOSITARY SERVICES
<ul style="list-style-type: none">• Fund launch support• Incorporation• Liquidation	<ul style="list-style-type: none">• Co-sourcing• Corporate secretarial (CoSec)• Director mandates / independent directors• Office services (BOS)• Payroll• Trustee services	<ul style="list-style-type: none">• Investor relations• KYC services• Register of beneficial owners• Transfer agency• Specific reporting• LP services	<ul style="list-style-type: none">• Safekeeping• Oversight• Cash monitoring
CAPITAL ADMINISTRATION	ACCOUNTING & REPORTING	MIDDLE OFFICE	ADMINISTRATION SERVICE
<ul style="list-style-type: none">• CapAssure® system• Waterfall administration• GP carried interest administration• Capital forecasting• Portfolio performance reporting• Investor reporting	<ul style="list-style-type: none">• Consolidation• Corporate accounting• Fund accounting / NAV• Industry-specific reporting (INREV / NCREIF / ILPA)• IFRS services• Statutory audit	<ul style="list-style-type: none">• Middle office operations• Treasury management (fund level)• Waterfalls	<ul style="list-style-type: none">• Fund administration• Fund of fund administration• Managed account administration• Carried vehicles• Co-investment vehicles for partners

CASH MANAGEMENT	DCM SOLUTIONS		ASSET SERVICING
<ul style="list-style-type: none">• Cash monitoring and cash management• Accounts payable approval process	<ul style="list-style-type: none">• Agency services• Asset based loans (ABL) servicing• Bank loan data• Borrowing base calculation services• CLO collateral administration• CLO manager services	<ul style="list-style-type: none">• Credit monitoring and reviews• Escrow services• Loan / Bond / Swap Administration• Successor agent services• Trade settlement• Credit due diligence and analysis	<ul style="list-style-type: none">• Property data integration• Property accounting• Real estate loan servicing• Interest calculations and payment notices• Covenant monitoring
AIFM SERVICES	TAX & REGULATORY REPORTING	CLIENT PORTAL	
<ul style="list-style-type: none">• Passporting and distribution• Portfolio management• Regulatory reporting• Risk management and transitional services	<ul style="list-style-type: none">• AIFMD reporting• Corporate tax• FATCA/CRS• VAT/GST• Other regulators and central banks reporting• Transfer pricing	<ul style="list-style-type: none">• AD Connect• CorPro• Credit-Vision	

Optimizing capabilities,
driving growth and
mitigating risks

Enhancing possibilities through technology and data

From market-leading applications and cloud platforms to specialized systems developed in-house for the alternative industry, our clients are serviced through a broad range of tech solutions.

Industry-leading platforms

We rely on secure systems that enhance our customers' experience, improve efficiency at all levels and reduce operating costs, all while complying with regulatory oversights. With data centers in all regions, our global data network enables us to quickly integrate client lift-outs onto our platforms. Our ambition is simple – to smooth our clients' on-boarding and thus ensure the continuity of their business during any transitional processes.

Clients operating across multiple jurisdictions entrust us with the governance and safekeeping of their sensitive information. To ensure the protection of this data, we adhere to the most stringent standards defined by national regulatory bodies around the world. It is in this way that we strive to build even greater trust in our client relationships.

“The most effective technology tools increase our operational efficiency, our clients' cost efficiency, and uphold the highest security standards.”

DARREN O'BANION
Chief Technology Officer

Driving growth through value-added support

The role of the CFO has transformed and evolved far beyond maintaining the company's books. They're now expected to ensure the organization remains in good financial health in order for it to grow and expand. They must also ensure that the costs related to upgrades and enhancements are not simply passed down to clients.

Adding value through excellence

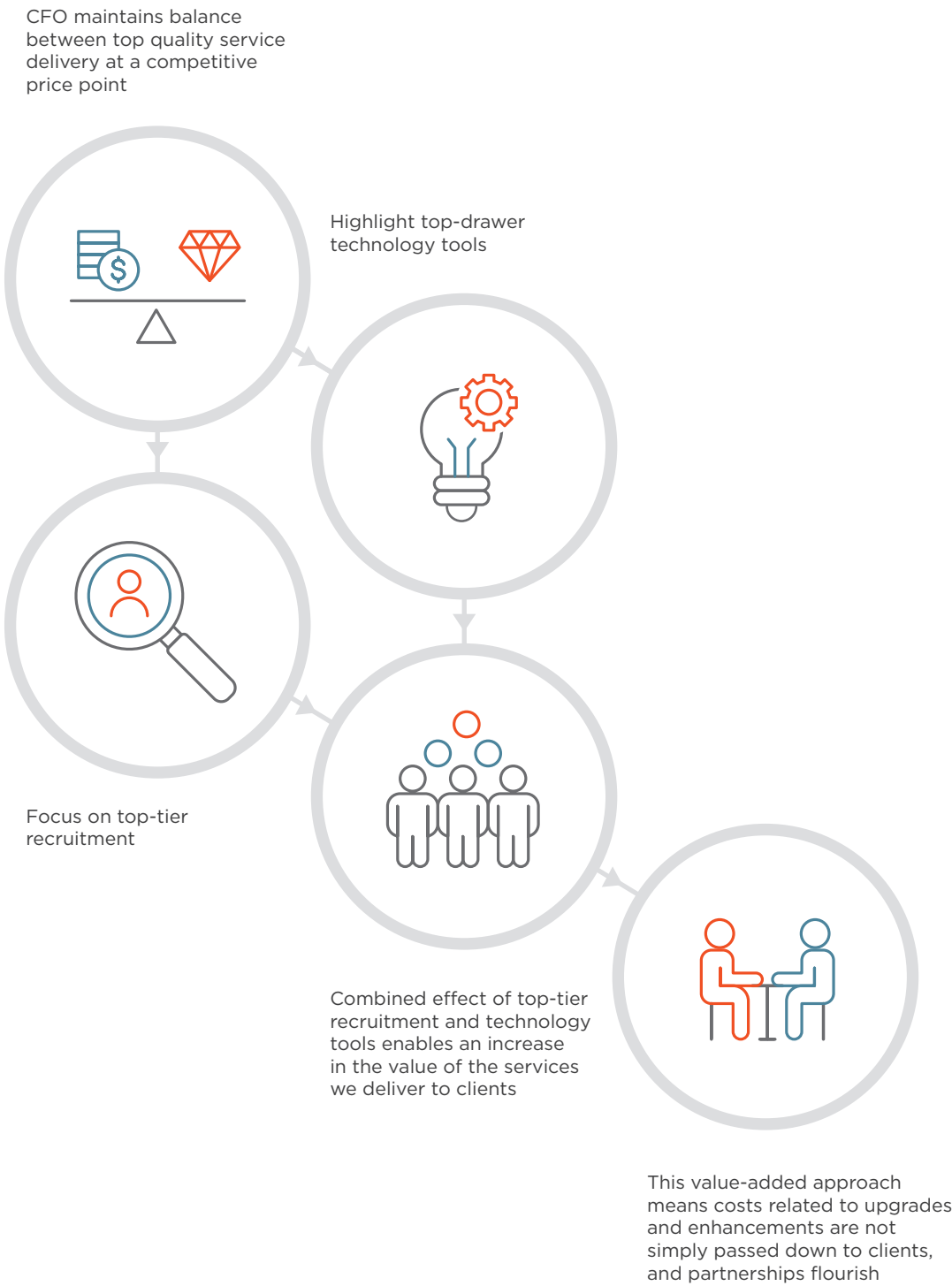
There's a delicate balance between guaranteeing top-notch service delivery with a price point that clients perceive as just and fair. At Alter Domus, we focus on growing our business by recruiting top-tier talent and technology tools that increase the value of the services we deliver to clients.

We understand that clients are loyal to companies that they feel share their values. This is especially true when it comes to two key factors: cost and quality. They value service providers who can move beyond the traditional client/supplier relationship model and actually take part in strategic conversations that lead to a true value-added partnership.

“As an organization, we work to make sure that we are not only profitable, but that our clients receive incredible value when working with us.”

ANDREW CHERRY
Chief Financial Officer

A VALUE-ADDED RECRUITMENT AND TECHNOLOGY STRATEGY



The largest risk is failing to understand risk

Regulatory compliance has become a key area of focus for financial institutions of all sizes. Top regulatory concerns include the broadened scope of regulation, risk management, knowing their customer, reporting standards and data management.

From complexity to clarity

There are currently more than 750 global regulatory bodies governing businesses, making compliance ever more difficult, yet all the more pressing. It's up to us to understand the biggest regulatory challenges facing the financial sector and take steps to address them. That's why we've developed robust and systematic policies and processes to ensure operational excellence and efficiency for both our clients' organizations as well as our own.

We continuously assess our controls to address varying legal and regulatory requirements across jurisdictions, including state versus federal and cross-border.

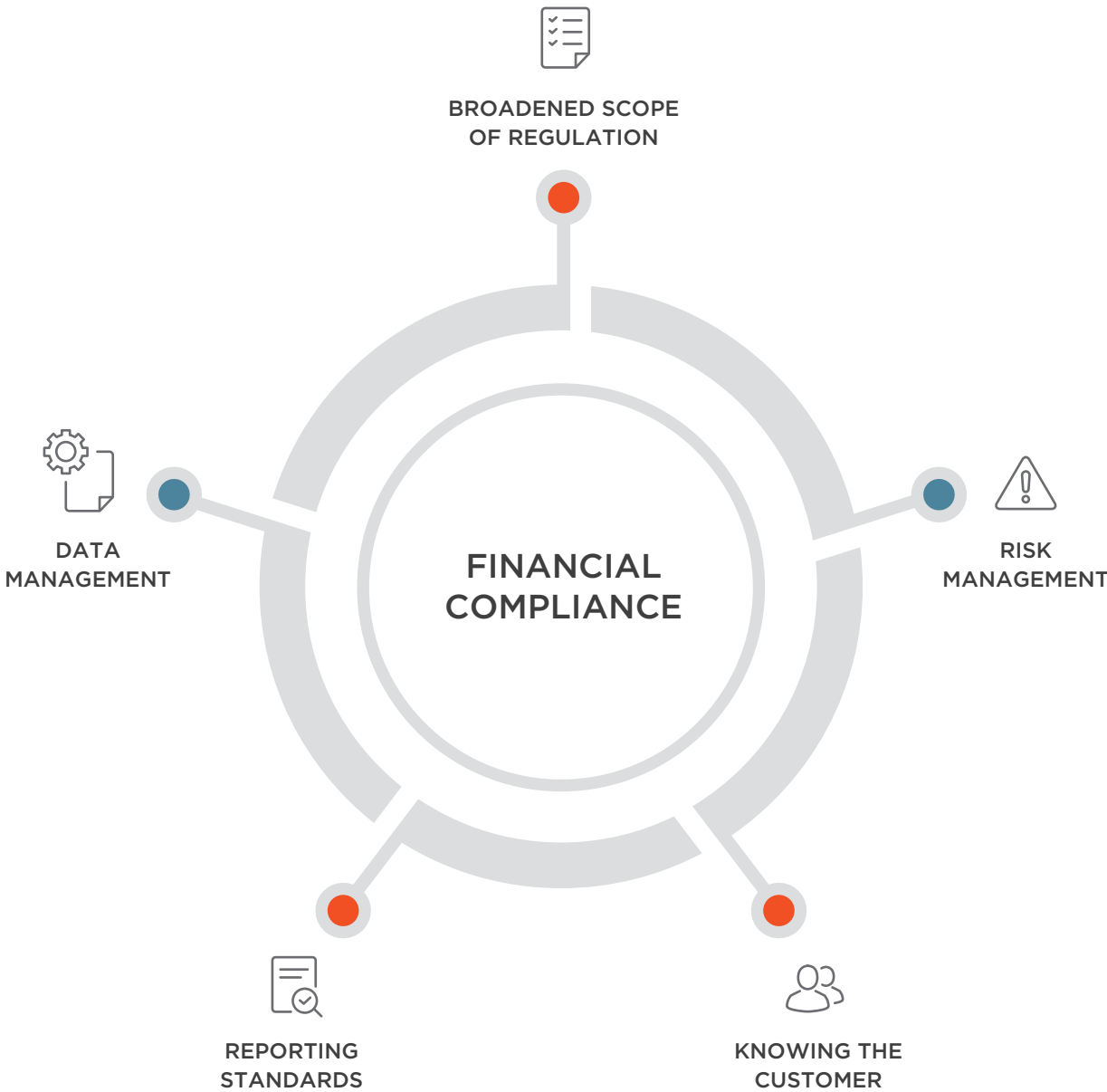
750+

REGULATORY
BODIES GOVERN
BUSINESS GLOBALLY

“Compliance is not just about recognizing the key regulatory pressures facing our clients, but also about proactively creating solutions for their individual compliance requirements.”

JESSICA MEAD
Group General Counsel

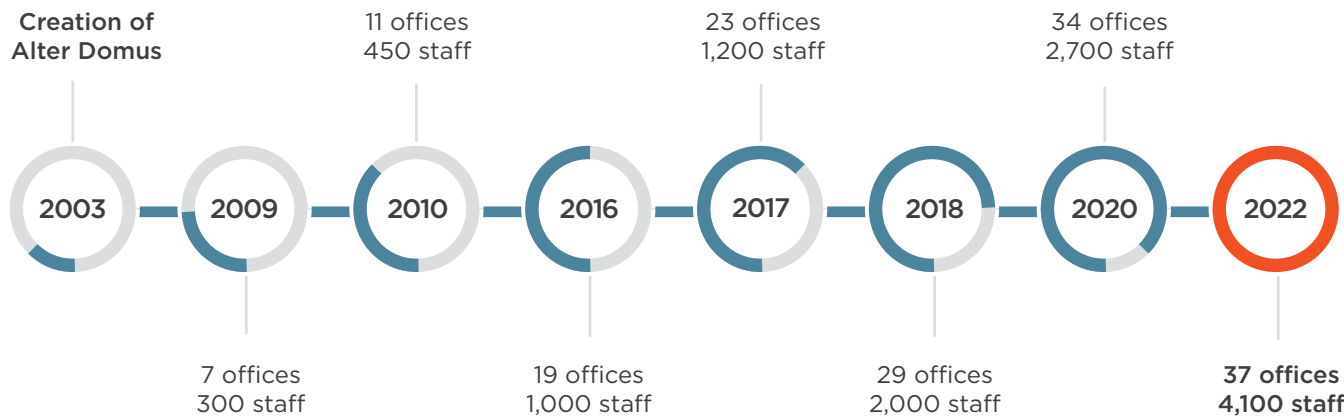
TOP REGULATORY CONCERNS ADDRESSED BY ALTER DOMUS



A reputation built over nearly two decades

Creating a positive customer experience doesn't happen by chance. Since 2003, we've worked diligently towards our ambition of being a solid and reliable partner to our clients.

With a clear segregation between setting our strategic direction at the Supervisory Board level and implementing that strategy at the Group Executive Board level, we remain on target to achieve our goals.



“We’re committed to staying true to our roots, meaning we’ll always remain solely dedicated to alternatives and to serving our clients’ needs.”

DOUG HART
Chief Executive Officer

SUPERVISORY BOARD OF DIRECTORS



RENÉ BELTJENS
Chairman



GÉRARD BECQUER
Supervisory Board Member



PHILIP MUELDER
Supervisory Board Member



CHRIS PELL
Supervisory Board Member



PASCAL RAKOVSKY
Supervisory Board Member



KIM PERDIKOU
Supervisory Board Member



EKTA SINGH-BUSHELL
Supervisory Board Member

GROUP EXECUTIVE BOARD



DOUG HART
Chief Executive Officer



ANDREW CHERRY
Chief Financial Officer



JOANNE FERRIS
Chief Human Resources Officer



JESSICA MEAD
Group General Counsel



GEORGE ROLOGIS
Chief Corporate Development Officer



ALEXANDER TRAUB
Chief Commercial Officer



SANDRA LEGRAND
Regional Executive Europe & Asia Pacific



TIM HOUGHTON
Chief Operating Officer



VINCENT GEORGEL-O'REILLY
Head of FI Strategic Partnerships



GUS HARRIS
Head of AD Data & Analytics

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★WE ARE THE ALTERNATIVE

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