

CSSI 2021 Initiatives:

The year 2020 will go down in history as the year of Covid, but at CSSI it will go down as a year of great change to drive our success into the future. Halfway through 2020 CSSI celebrated 25 years in business with all of our employees working from home. It was not what we had planned, but we made the best of this time in refining our current offerings and developing new ones. In future newsletters you will learn more about Portal+, CyGem™, and CSSI Performance Services, but in this newsletter you will discover more about CSSI Data Conversion Services and other specific tasks that CSSI's BackOffice does for customers as it relates to Cost Basis and Performance. We are excited about 2021 and what the future brings. We think you will be excited about what we are doing as well. If something tickles your fancy feel free to contact me (mherrera@cssi.org) or Chris Cruz (ccruz@cssi.org) to learn more.

~Michael Herrera
General Manager

Fun Facts:

- ◆ CSSI has been in business 25 years
- ◆ CSSI's Cloud Hosting hosts entire companies enterprise applications — not just their Advent suite
- ◆ CSSI has officially trademarked CyGem™ to use with its portfolio management solution.

CSSI SURVEY

Please help us serve you better by taking a brief survey .

[Click here!](#)

One respondent will be chosen to receive a \$100 Amazon gift card!

Data Conversions:

CSSI has done a lot of data conversions for customers over the years. Our first BackOffice customer came out of a data conversion. After the conversion the customer decided they didn't want to do the daily reconciliation process. Conversions have always been a part of our DNA. Over the last few years we have seen a large increase in mergers and acquisitions. Large amounts of data need to be moved from point A to point B quickly and accurately. Even when you are merging into the same portfolio management system there are a lot of questions that need to be decided. No two systems are the same. That is one of the reasons that CSSI has been very successful at doing data conversions. CSSI can do your conversion in whatever flavor you like – performance, historical transactions, customer information, security master, and grouping/householding. You can mix and match or do a complete conversion, CSSI has the team to meet your deadline.

In the coming year CSSI will continue to refine our processes to reduce your stress related to what it takes to convert your data to whatever system you are going to. Think of conversions being completed in weeks versus months or years. Contact Diane Herrera (dherrera@cssi.org) to learn more about how we can assist you in converting, project managing, and consulting on your next data integration need.

BackOffice – Cost Basis Maintenance and Performance Services:

Cost Basis is one of those operations tasks that requires attention on a regular basis. Once it gets out of control it is hard to get it reconciled without a reset. There are a number of reasons that cost basis gets out of balance and CSSI is well equipped to identify and fix the issues as they arise. Typically this work is done on a weekly/daily basis after the daily process has been completed. Identifying outages quickly leads to them being reconciled in a timely manner. The process is time consuming. Many companies decide that CSSI is a good option. CSSI can maintain cost basis in your accounts daily, monthly, quarterly or annually. CSSI has developed processes that maintain the integrity of data and not impacting performance or creating contribution/withdrawals.

CSSI Performance Services is an area that CSSI has worked in for many years, but is typically brought forward as a standalone service. CSSI builds performance for a number of customers and then runs a validation process to check the returns looking for outliers and performance anomalies at the security, asset class, and total portfolio level. CSSI manages customers' composites evaluating fit, flows, and performance. CSSI also interacts with the customer's verifiers and compliance personnel.

To learn about either service feel free to contact Chris Cruz (ccruz@cssi.org)

Meet our Editor:



Rebecca Woodward
Operations Specialist II
12 Years with CSSI

Rebecca enjoys spending time with her three children and husband attending renaissance fairs in full costume. She also enjoys helping out on her in-laws farm.

Portal+ Updates:

- ◆ **Navigation** - Landing Page updated to navigate to consolidated views if more than one account
- ◆ **Visualizations** - Updated Account Overview and Holdings Views
- ◆ **Visualizations** – Consolidated Views added for Account Summary, AUM, Holdings, and Performance Overview
- ◆ **Document Vault** – Company Personalized Email for notifications
- ◆ **New Reports** – Buy Allocation and Portfolio Billing
- ◆ **Report Updates** – Individual Account Summary, Portfolio Appraisal, and Transactions Summary

Compliance Corner:

- ◆ Use CSSI's compliance@cssi.org for due diligence requests
- ◆ CSSI is delivering annual compliance and due diligence documents from its web portal
 - ~ If you don't have access reach out to Pat Shuey (pshuey@cssi.org)
- ◆ CSSI is getting Soc II Type II certified (more to come in next newsletter)
- ◆ CSSI has updated documents on the Portal for 2021:
 - ~ Corporate Compliance Binder
 - ~ Privacy and Data Breach Insurance Summary