

Hybrid Captive Center for Alternative Asset Management firms



Overview

Achieve the optimal balance of transparency and cost savings in outsourcing. Our Hybrid Captive model is designed to meet the unique outsourcing needs of Private Equity and Hedge Funds for fund accounting and IT services

Our Hybrid Captive Center (HCC) model can be deployed quickly to deliver sustainable results



Operational within 90 days with minimal investment



Alignment of business objectives and cultures



Complete transparency of cost, operations and governance



Low attrition rates through career paths and policies



Incentives and resources for innovation



Operating costs typically reduced by 25%

Hybrid Captive Center benefits

The Hybrid Captive Center (HCC) pioneered by ThoughtFocus represents a break from the traditional offshoring model. Our model combines ThoughtFocus' offshore operational excellence with the level of control and transparency associated with captive operations.

Our HCC uses an innovative "cost plus" outsourcing approach that's optimized for fund accounting and IT support processes in the alternative asset management sector. We have successfully deployed the HCC in large private equity firms to operate Centers of Excellence (COE) for fund accounting, corporate accounting and IT services.

ThoughtFocus assumes much of the up-front investment and risk to rapidly operationalize an

offshore HCC. We deliver complete transparency of costs, operations and governance that enables the alignment of business objectives and cultures. The HCC is designed to break through performance ceilings by removing cultural barriers that impact trust and ultimately employee performance.

Hybrid Captive Center

Operational Excellence of Vendor Managed Outsourcing



Control and Transparency of a Captive



Incentives for innovation address both business processes and technology innovation. Our HCC model has one of the lowest attrition rates in the industry through retention programs, professional career paths and policies that prevent forced attrition by reassigning high cost resources. Planning for eventual incorporation to a captive or end-of-contract event can be built into the HCC plan to establish a smooth transition.

For firms with captive operations

- Expand and extend operations to focus on new areas without incurring significant overhead
- Shift all or portion of operations to a lower cost delivery region
- Address issues of attrition and quality with HCC management model

For firms with outsourcing considering a captive

- Avoid a “black box” Build-Operate-Transfer (BOT) model with no visibility to skills, processes and knowledge transfer
- Defer investment in a permanent business subject to high tax rates

For firms considering outsourcing

- Establish outsourcing operations with a business structure that provides the flexibility to transition to a fully captive model, 3rd party or remain an HCC
- Single vendor for business processes and technology services

Examples of Our Work

Hybrid Captive Model for Blackstone Group

Overview

Blackstone, a leading private equity firm, wanted greater control of its outsourced software engineering and business process management resources, without the complexity and cost of a captive.

Blackstone also wanted to reduce its vendor relationships and gain more visibility into operations to understand resource effectiveness and costs.

ThoughtFocus implemented a fully contained facility in India, providing full transparency to all aspects of the operation including budgets. Over 70 fund accounting and IT support processes are managed by ThoughtFocus.

Solution Highlights

ThoughtFocus expanded outsourced services from QA to Software Engineering and Business Process Engineering.

- Established a QA organization and expanded into application support services
- Extended services to include L2, L3 and infrastructure support
- Created a Hybrid Captive model that extends the Blackstone culture and organizational structure, while leveraging ThoughtFocus best practices

Benefits

- Rapid set-up and staffing for the facility, 90 days to become operational
- Scalable model that has grown to over 300 employees with professional career paths
- Operating costs have been reduced by 25% compared to previous models



Hybrid Captive Model for IT Services Provider

Overview

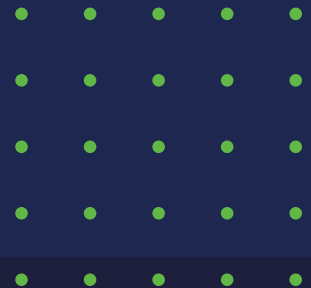
ThoughtFocus partnered with a leading IT services firm whose singular focus is providing the highest level quality services to the alternative investment industry by delivering a “white glove” premium experience. However, the company was encumbered by managing IT infrastructure for administration and monitoring of IT systems, application implementation, active directory administration and system and network coverage.

Solution Highlights

- Implemented monitoring and maintenance for production servers, enterprise servers and DB servers and virtual machines
- Implemented applications on Windows and Linux application servers
- Provided active directory administration , email services, file and print sharing, VM Ware server builds, database support, and disaster recovery support and managing servers on various platforms
- Support for monitoring routers, switches, firewalls, and wireless devices

Benefits

- Alignment of IT infrastructure with business, removing disruption and minimizing operational expenses
- Increased productivity by minimizing breakdowns
- 24/7 administration and monitoring of IT systems
- Automated back-ups and restore



ThoughtFocus helps forward-looking companies and organizations in the financial services, manufacturing, and higher education/public services sectors innovate and achieve a better future faster. ThoughtFocus’ innovative and cutting-edge technology solutions enable its customers to deploy new capabilities faster, deliver better user experiences, and drive operating efficiencies. We do this through executional excellence and mitigating the risk of change. With headquarters in the U.S., the Company has more than 2,100 employees in locations spread across five countries.

For more information, please visit the company website www.thoughtfocus.com.

