

Our Experienced Implementation Team Ensures a Smooth Migration

An expert implementation consultant guides you through a streamlined, implementation process from start to finish, sharing our best practices to help you build out your business on the platform. This detailed document covers all phases of your migration and is the result of years of successful implementation experience.

Key Project Components

Determining Your Needs

- ▶ You share your goals, objectives and the catalysts for investing in a new platform with our Sales team
- ▶ We collaborate to understand your custodial data feeds, ByAllAccounts data, target models, frequently used Axys reports, billing fee schedules and statements, potential special projects (e.g., third-party integrations, custom development and performance history recalculation needs)
- ▶ You authorize us to access your custodial and, if applicable, ByAllAccounts data
- ▶ We provide best practices for a successful implementation
- ▶ We share what we've learned from you with your dedicated implementation team

Phase 1: Data Access and Conversion

- ▶ Our expert implementation team kicks off the project with you to create a clear, concise project plan that reflects your firm's goals and objectives to understand all tasks & ownership, the timeline and clarify special projects timeline, if applicable
- ▶ We confirm and scope special projects, such as third party integration, custom development and performance history recalculation needs
- ▶ We begin platform setup and configuration, including your logo personalizing
- ▶ You sign remaining data authorization forms for all custodial accounts, if applicable
- ▶ We reconcile custodial feed data
- ▶ You identify accounts to feed through ByAllAccounts
- ▶ We create your ByAllAccounts Account View login and train your primary user
- ▶ We work with you to determine the security classifications (asset classes, segments, benchmarks and how you want to view them)
- ▶ We guide you on how to complete the manual account template for us to upload
- ▶ We create your initial client user in the platform
- ▶ We work with you to determine your householding requirements and upload the template to the platform for you
- ▶ We use our Axys in-house knowledge to help you prepare performance history, proving pre-import audit guidance for you

Benefits

- ▶ Project timeline provides visibility into project
 - ▶ Define success early to avoid downtime later
 - ▶ One hour of planning saves 10 hours of work, saving you time and money
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- ▶ Web-based solution allows us to prepare your platform behind the scenes saving you time and eliminating travel expenses in many cases
 - ▶ Start off right with clean data to ensure the accuracy of both advisor and client reporting
 - ▶ Our extensive, internal Axys conversion experience saves you time
 - ▶ Transparency to ByAllAccounts update status
 - ▶ Our intuitive platform and expert-led implementation team translates to limited business interruption

Key Project Components (cont'd)

Phase 2: Black Diamond Platform Configuration

- ▶ We load your historical performance data to platform
- ▶ We guide you on automated cost basis synchronization with major custodians and how to initially pull open tax lot data for other custodial accounts for us to audit
- ▶ We load your tax lot data to the platform and train you on cost basis handling, so that you can adjust cost basis, if necessary, in the platform We train you on the billing platform, sharing real client billing examples
- ▶ We guide you on how to extract your Axys fee schedules for upload
- ▶ We help you create and apply fee schedules to accounts or households
- ▶ We give you're the user training guide and the convenient, weekly training sessions calendar for you to attend
- ▶ We discuss your current target models, if applicable, for upload
- ▶ If target models aren't in a loadable format, you can easily create them in the platform when you're ready
- ▶ We offer a pre-import audit of your historical performance data for you to review and make adjustments, if necessary
- ▶ We load your approved performance history to platform
- ▶ You determine the appropriate user setup (e.g., administrator vs. advisors) and views for us to create in the platform
- ▶ We walk through our report catalog and consult with you on your reporting needs
- ▶ We create and modify your quarterly statement draft until it meets your approval
- ▶ We create additional PDF reports/reports packages, if needed

Phase 3 - Expanding Advisor and Account Holder Access

- ▶ You determine the type of access you want for your clients
- ▶ You design the appropriate global views for your clients, and we create the initial account holder global view
- ▶ You complete the new user creation template for BD to upload, if necessary
- ▶ Your colleagues can modify their views to meet their needs as they wish
- ▶ You review and select the appropriate mix of communications/reports for the client portal and roll it out to your clients when ready
- ▶ We recommend you conduct parallel testing for a minimum of one quarter
- ▶ You determine the optimal time to go live internally with firm users and externally with account holders

Ongoing Training and Support

- ▶ We train you throughout the implementation
- ▶ We offer weekly, live, web-based training and advanced, release-specific training
- ▶ We keep you informed of new release enhancements via email and within the platform
- ▶ Your dedicated Client Advocate is your primary contact and is accountable for your overall experience as a Black Diamond client

Benefits (cont'd)

- ▶ BD's implementation best practices, tools and templates for Axys clients help you avoid pitfalls in data conversion
- ▶ Utilize enhanced custom client reporting functionality
- ▶ Basic platform training is offered weekly for your convenience
- ▶ Cost basis is simplified in Black Diamond
- ▶ Achieve your business goals
- ▶ Faster return on investment

- ▶ Flexibility of a platform tailored to match the way you view your business, not the reverse
- ▶ BD provides you with guidance, best practices and templates to help you determine what your platform should look like
- ▶ Intuitive, easy-to-use platform translates into a quick learning curve
- ▶ Low risk of downtime

- ▶ Ongoing training to help you and your firm optimize the platform
- ▶ Easy to onboard new colleagues
- ▶ No long user guide is needed, because the platform is intuitive
- ▶ Easy to keep up with platform enhancements