

CASE STUDY

"Accurate loan activity is foundational to everything we do. By pairing SS&C Loan Data with Geneva, we eliminated routine manual validation and fundamentally transformed how our operations team works, giving us the data quality and confidence we need to scale seamlessly as our business grows."

Kevin Gallagher, Head of Investment & Trade Operations, Bain Capital Credit

PROFILE

Client: Bain Capital Credit

Location: Headquartered in Boston, MA

Description: Bain Capital manages approximately \$68 billion in assets across the credit spectrum and credit-related strategies, including leveraged loans, high-yield bonds, structured products, private middle-market loans, asset-based finance, bespoke capital solutions, distressed securities and assets, hard assets, and equities.

BACKGROUND

- Geneva client since 2012
- Relied on 3rd-party data integration to process credit activity
- Needed an automated solution to eliminate manual validation without compromising accounting accuracy

SOLUTION

- Deployed SS&C Loan Data into its technology ecosystem, centered around its tight integration with Geneva
- Serves as the primary engine for loan activity across Bain Capital's credit investment operations platform

Bain Capital Credit Scales Credit Operations with SS&C Loan Data and Geneva®

Executive Summary

Bain Capital Credit ("Bain Capital"), a leading global credit specialist with approximately \$685B+ AUM, helped modernize its credit operations with SS&C Loan Data and Geneva®, replacing manual workflows and fragmented notice processing with automated, high-precision loan data ingestion. This enables more efficient growth across its asset servicing operations.

Firm Overview

Bain Capital manages approximately \$68 billion in assets across the credit spectrum and credit-related strategies, including leveraged loans, high-yield bonds, structured products, private middle-market loans, asset-based finance, bespoke capital solutions, distressed securities and assets, hard assets, and equities.

Within its loan business alone, Bain Capital manages investments across both broadly syndicated loans and private credit, representing:

- 250+ funds
- 950+ borrowers
- ~1,600 loan facilities

Operating at this scale requires accurate, timely, and reliable loan activity data. Managing the breadth and complexity of these portfolios requires scalable operational processes and a trusted source of loan activity data.

The Challenge: Scaling Operations without Friction

Before implementing SS&C Loan Data, Bain Capital relied on a third-party data integration service to process credit activity and perform loan administration in Geneva. While data was available, getting it into downstream systems, most critically Geneva, was far from seamless.

As a result, Bain Capital's Asset Servicing team spent significant operational capacity manually validating notices, correcting integration errors, and resolving posting issues after the data reached Geneva. That manual intervention consumed valuable capacity.

This challenge reflects a broader structural issue facing credit and private markets managers today. Loan-based instruments involve complex operational workflows. To effectively support investment decisions, accounting, performance measurement, risk

management, analytics, and reporting, loan data must be clean, current, and consistently formatted across the technology ecosystem.

As Bain Capital's credit business continued to grow, transaction volumes multiplied, and the operational burden grew with it. "Accurate loan activity is foundational to everything that follows," remarks Kevin Gallagher, Head of Investment & Trade Operations at Bain Capital Credit.

The Asset Servicing team was devoting an increasing amount of time to validating that activity was correctly reflected in Geneva before distributing end-of-day reporting, to ensure that the firm's accounting book of record remained aligned with downstream systems.

For Bain Capital, the turning point was unambiguous. For Bain Capital, the turning point was unambiguous. "Ultimately, it's about scale. Trying to scale through manual validation simply wasn't sustainable," says Kevin.

To support continuous business growth across diverse strategies and structures, Bain Capital needed an automated solution that could eliminate manual validation while maintaining uncompromised accounting accuracy.

The Solution: Unlocking Scalability with SS&C Loan Data

Bain Capital deployed SS&C Loan Data into its technology ecosystem and centered the deployment around a tight, direct integration with Geneva.

Today, SS&C Loan Data serves as the primary engine for loan activity across Bain Capital's credit investment operations platform.

Transactional data flows straight into Geneva, which serves as Bain Capital's accounting book of record and trusted source of truth for start-of-day positions across its order management system, portfolio management

platforms, internal data warehouse, and internal/external reporting engines.

Designed specifically for complex loan market workflows, SS&C Loan Data enables Bain Capital to view, edit, and transmit agent notice data directly to downstream platforms. The platform continuously monitors incoming email feeds, captures notice documents, and leverages specialized OCR models to parse, digitize, and transfer critical loan data directly into Geneva. This enables Bain Capital to support growing transaction volumes without sacrificing accounting control, reporting accuracy, or investor trust.

Results and Business Impact

The impact of automating loan ingestion was immediate and transformative for Bain Capital's daily operations.

1. Elimination of Manual Validation

"The difference has been dramatic. Thanks to the tight integration between SS&C Loan Data and Geneva, we've largely eliminated the need for manual validation of incoming loan activity," noted Kevin.

2. Strategic Operational Shift

With routine processing automated, the Asset Servicing team transitioned from reactive data entry and reconciliation to high-value exception management and proactive business support. "A seamless integration creates confidence across the entire operating model. The combination of accuracy, reliability, and timeliness has fundamentally changed how our operations team works," says Kevin.

3. Elimination of Internal Processing Risk

Today, automated ingestion guarantees that exceptions are managed on top of fundamentally accurate underlying data. "Data quality has been the biggest gamechanger. Concerns around internal processing errors impacting position or cash balances have largely been eliminated," states Kevin.

BENEFITS

- Eliminated manual validation
- Strategic operational shift
- Reduced internal processing risk

Looking Ahead

For Bain Capital Credit, the combination of SS&C Loan Data and Geneva provides an operational platform for long-term growth. "As our credit assets under management and transaction volumes continue to grow, our ability to seamlessly handle increasing credit activity without requiring proportional growth in the Asset Servicing team helps support the business more efficiently while maintaining a high standard of operational excellence," notes Kevin.

"Thanks to the tight integration between SS&C Loan Data and Geneva, we've largely eliminated the need for manual validation of incoming loan activity."

— **Kevin Gallagher**, Head of Investment & Trade Operations, Bain Capital Credit

Equally vital to that long-term trajectory is the ongoing collaboration with the SS&C Advent team. Kevin additionally stated that "the SS&C Advent team has been highly responsive to feedback, receptive to enhancement requests, and willing to evolve the platform alongside our business. We view them as a trusted, long-term partner as we continue to scale."

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