

## **Total Wealth celebrates migration to NZX Wealth Technologies' platform**

**11 March 2024** – Christchurch-based financial planning and wealth management firm Total Wealth has successfully completed its onboarding project with NZX Wealth Technologies (NZXWT) to migrate its business, and associated custody services on to the NZWT platform.

Total Wealth Director and Financial Adviser Katrina Studholme says the company prides itself on providing an outstanding investment experience and customer service to help families and individuals to advance their financial well-being and plan for their retirement.

“Being a small team, we rely on having access to industry leading technology and efficient outsourced wealth administration services that can deliver to our needs and those of our clients”, Ms Studholme says.

NZXWT Chief Executive Lisa Turnbull says NZXWT is excited to become Total Wealth’s partner to power their advisory services with modern technology and wealth administration and custodial services.

“This onboarding success story showcases our team’s dedication to deliver exceptional outcomes for our clients while ensuring a smooth migration path”, Ms Turnbull says.

Ms Studholme says Total Wealth decided to transition to the NZXWT platform following a thorough market evaluation.

“From the outset, we were impressed by NZXWT’s engagement where they fully understood our business requirements, responded quickly, and provided a clear migration project plan.”

“Our service model relies on us having access to accurate data, sophisticated reporting capabilities and local support with fast response times. NZXWT offers smart technology that is easy to configure, giving us the ability to do things ourselves.”

Ms Studholme said they felt a strong cultural fit and partnership with NZXWT.

“The NZXWT team were professional, reliable, and easy to work with.”

The onboarding project was smooth. NZXWT provided a dedicated project team with fast turnarounds. This enabled Total Wealth to stay focused on servicing their investors.

“We received daily updates and knew where everything was sitting, which gave us huge piece of mind”, said Ms Studholme.



Mark Oldridge, NZXWT's Head of Implementation and Support, referred to NZXWT's strong onboarding methodology framework as a key success factor. "We have a tried and tested model that works yet is nimble enough to adapt to each client's own business requirements, resource constraints and current technology set up", said Mr Oldridge.

NZXWT introduced a dedicated Relationship Manager early in the project. This ensured a seamless transition with support and training ahead of the go-live, followed by continuous relationship management services.

Total Wealth noted significant benefits from day one. Ms Studholme shared:

"Setting up a new client is so quick now. We've moved from a manual process that could take three days previously, to an automated verification of accounts and downstream processes."

"We no longer have to check and chase notifications. This frees up our time which can be diverted to grow our investors' portfolios, while we have also removed the risk of human error through automation."

Ms Studholme said Total Wealth's investors were quick to provide feedback of the improved experience from using the platform.

"The portal is user friendly. The management reports are configurable and display rich information while still being clear and simple. It's helpful to have multiple currencies included in the reports upfront. It used to take a lot of manual efforts to understand the original values."

"NZXWT's client service levels and fast response times are a real game changer, 10 out of 10. We look forward to expanding the usage of the platform to fully leverage its modern capabilities."

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### **About NZX Wealth Technologies**

NZX Wealth Technologies is one of the fastest growing technology and wealth administration service providers in New Zealand with more than \$11 billion in funds under administration. Powered by their proprietary modern technology platform, NZX Wealth Technologies supports wealth and investment managers and advisers to administer investment portfolios for thousands of investors.

It is 100% owned by NZX Limited (NZX), New Zealand's stock exchange. With the best people, best technology, strong governance and a risk framework instilled and supported by NZX, NZX Wealth Technologies is confident it offers the most comprehensive feature-rich custodial investment platform available in New Zealand. By helping advisers and fund managers grow their clients' wealth, NZX Wealth Technologies helps make New Zealand's financial markets more dynamic and foster New Zealand's overall financial wellbeing.



<https://www.nzxwt.com/>

### **About Total Wealth**

Total Wealth offers clients a financial planning service that combines financial and investment planning with a broader life-goal focus. Total Wealth provides unbiased advice to help families and individuals to enjoy life now and also build wealth for the future. This includes a customised financial plan with clear strategies and steps to achieve the goals.

Total Wealth's mission is to provide their clients with friendly, personal service and professional advice on all financial matters. Driven by the highest standards of professional integrity and honesty, Total Wealth places the long-term value of its investor relationships first.

<https://totalwealth.co.nz/>

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