



# OPERATIONAL EXCELLENCE IN THE FAMILY OFFICE

THE POWER OF BEING UNDERSTOOD  
AUDIT | TAX | CONSULTING



# Today's agenda

---

- **Family offices:** Current and future state
- **Operational excellence:** The value proposition for family offices
- **Pillars:** People, process, technology, and data
- **Starting your journey:** How leading family offices assess performance

Does your family office's current operating model provide the transparency and efficiency you need today while still being flexible enough for tomorrow?

# RSM's Family Office Enterprise practice

## RSM's dedicated Family Office Enterprise

(FOE) practice helps define and sustain a family's vision across their operating business, investment structure, and the family office.

By pairing the power of understanding of the goals of families with our customized and integrated cross-Line of Business services, technology, and insights, RSM is uniquely positioned to deliver long-term value to family offices.

**500+**

Single-family offices served by RSM

**60+**

Multifamily offices served by RSM

**800+**

RSM professionals from across our Lines of Business with family offices and ultra-high net worth clients

**39**

Countries in the global RSM enterprise with private client and family office capabilities

# With you today

---



**Ben Berger**

Partner, Family Office  
Markets Leader

954-356-5769

[benjamin.berger@rsmus.com](mailto:benjamin.berger@rsmus.com)



**Christina Churchill**

Principal, Family Office  
Consulting Leader

972-764-7049

[christina.churchill@rsmus.com](mailto:christina.churchill@rsmus.com)



**Steve Riddle**

Principal, Family Office  
Relationship Leader

404-751-9293

[stevem.riddle@rsmus.com](mailto:stevem.riddle@rsmus.com)



**Tony Wood**

Principal, Family Office  
Global Leader

704-206-7269

[tony.wood@rsmus.com](mailto:tony.wood@rsmus.com)

# CPE learning objectives

---

One CPE credit for today's session will be issued to eligible participants

By the end of this presentation, participants will be able to:

- Define operational excellence, alignment to family goals, impact to long-term planning and family legacy
- Explain the key drivers of operational excellence and strategies and trends to create efficiencies
- Articulate best practices to create efficiencies within family office talent, processes, technology and data

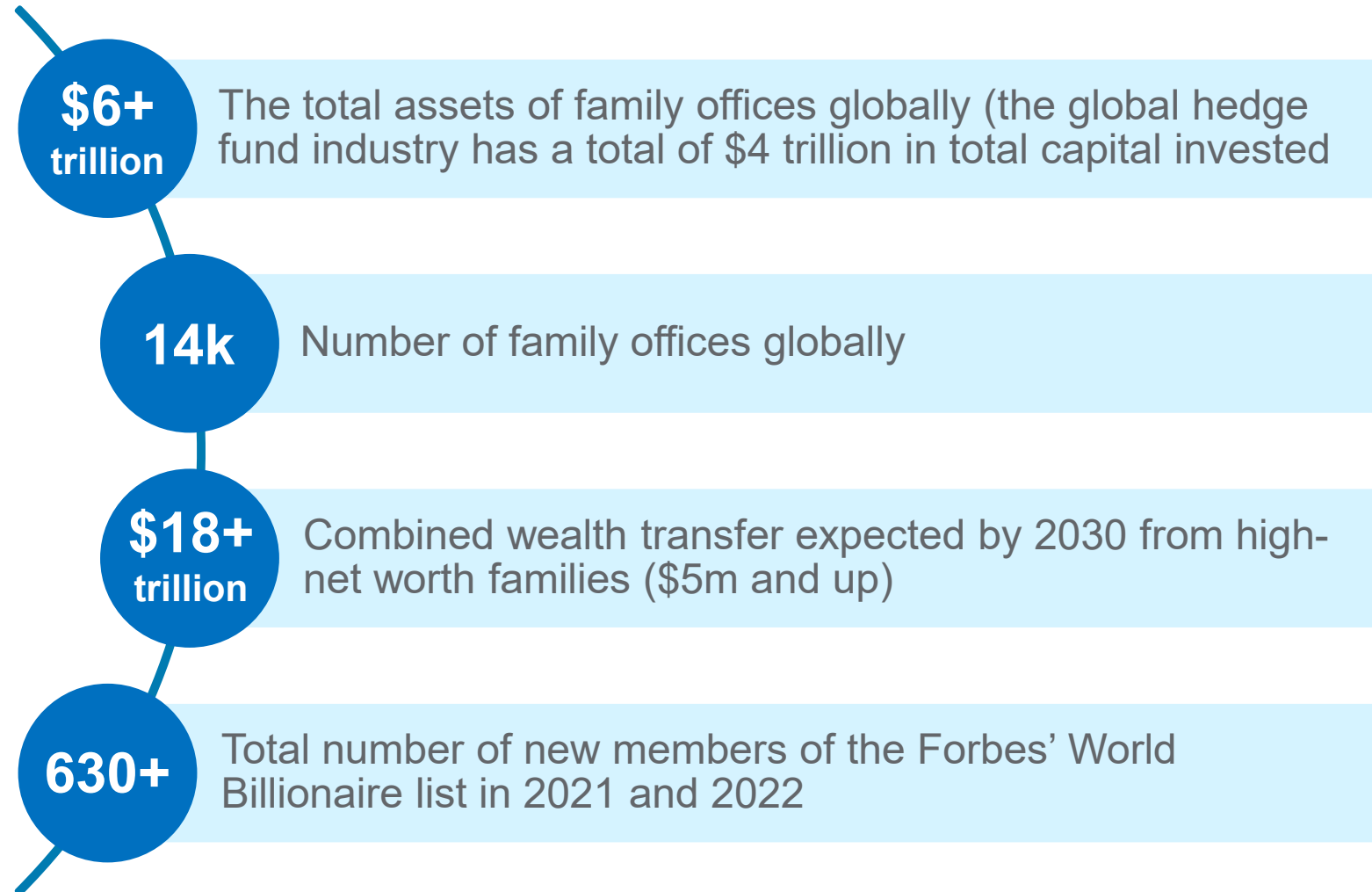


# THE FUTURE FAMILY OFFICE

# Family enterprises and global wealth are on the rise

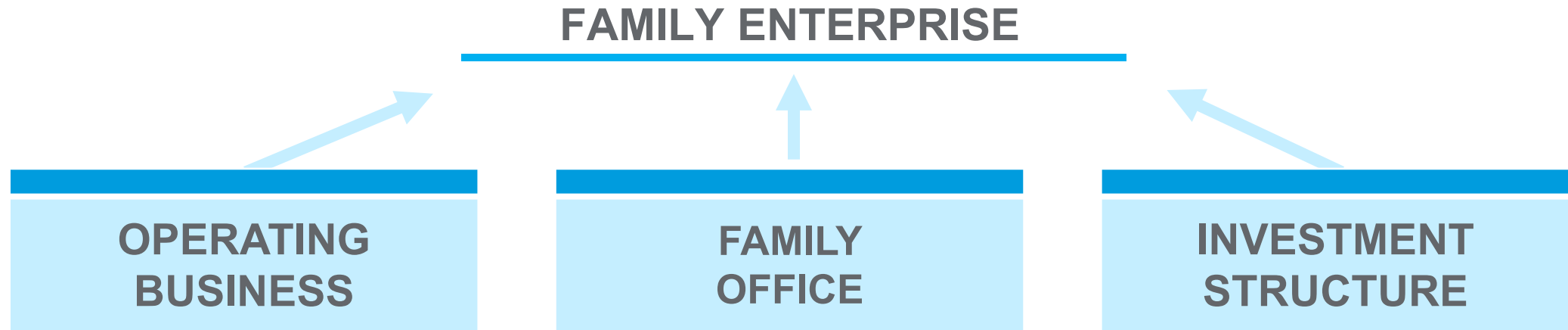
## Family offices

serve as a structure to unite families, sustain growth and transfer wealth to future generations



# Holistic view across the family

---



The **Family Enterprise** is the macro environment of a family's important assets and interests. This entire ecosystem helps advance, support and unite the family in achieving its strategic goals and establishing an enduring legacy across generations.



# Family office megatrends

---

## Operational excellence

Does your operating model provide the transparency and efficiency you need today while still being flexible enough for tomorrow?

## Family office readiness

What's your strategy for building and maintaining your family legacy?

## Transactions

Are you identifying and executing deals that meet your family's goals?

## Succession

How will you manage generational change and carry your family's values, wealth, and mission forward?

# What we're hearing from family offices

## A few of the top concerns of family offices about their current operating models

- Right talent with the right skillsets
- Family Office structure (single, virtual, MFO, etc.)
- Vendor consolidation

### People



- Standard and efficient processes
- Risk mitigation strategy
- Plan for critical functions

### Process



- Flexible technology roadmap
- Get visibility and insights
- Amount of non-integrated technologies

### Technology



- Real-time data access
- Data to support strategic decision making
- Cybersecurity plan

### Data





# PILLARS OF OPERATIONAL EXCELLENCE FOR FAMILY OFFICES

# Why operational excellence for family offices

---

## The four pillars of operational excellence



### People

---

The key advantage of the family office



### Process

---

The blueprint for how work gets done



### Technology

---

The engine that powers the family office



### Data

---

The key to confident decision-making



People



Process



Technology



Data



People



Process



Technology



Data



People



Process



Technology



Data



People



Process



Technology



Data





# HOW LEADING FAMILY OFFICES ASSESS PERFORMANCE

Starting your journey

# The journey to operational excellence

---



# Key takeaways

---

1

## Prepare for the changing environment

Family offices are facing increasing internal and external challenges that are limiting performance

2

## Take an integrated approach

Integrating the pillars of people, processes, technology and data can transform your family office

3

## Plan your operational excellence journey

Start by objectively assessing where you are today and develop a clear plan to unlock value going forward

# Reach out

---



## **Ben Berger**

Partner, Family Office  
Markets Leader

954-356-5769

[benjamin.berger@rsmus.com](mailto:benjamin.berger@rsmus.com)



## **Christina Churchill**

Principal, Family Office  
Consulting Leader

972-764-7049

[christina.churchill@rsmus.com](mailto:christina.churchill@rsmus.com)



## **Steve Riddle**

Principal, Family Office  
Relationship Leader

404-751-9293

[stevem.riddle@rsmus.com](mailto:stevem.riddle@rsmus.com)



## **Tony Wood**

Principal, Family Office  
Global Leader

704-206-7269

[tony.wood@rsmus.com](mailto:tony.wood@rsmus.com)

THANK YOU