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 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

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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

- **$6+ trillion**: The total assets of family offices globally (the global hedge fund industry has a total of $4 trillion in total capital invested).
- **14k**: Number of family offices globally.
- **$18+ trillion**: Combined wealth transfer expected by 2030 from high-net worth families ($5m and up).
- **630+**: Total number of new members of the Forbes’ World Billionaire list in 2021 and 2022.

**Family offices** serve as a structure to unite families, sustain growth and transfer wealth to future generations.
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

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

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

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

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

A few of the top concerns of family offices about their current operating models
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
HOW LEADING FAMILY OFFICES ASSESS PERFORMANCE
Starting your journey
The journey to operational excellence

- Conduct an objective assessment
- Perform a methodical analysis
- Develop a strategy
- Create a roadmap
- Execute and measure
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

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THANK YOU