SYNAPTIC COMPARATOR

USER GUIDE

SYNAPTIC
COMPARATOR

Version 1.1
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Contents

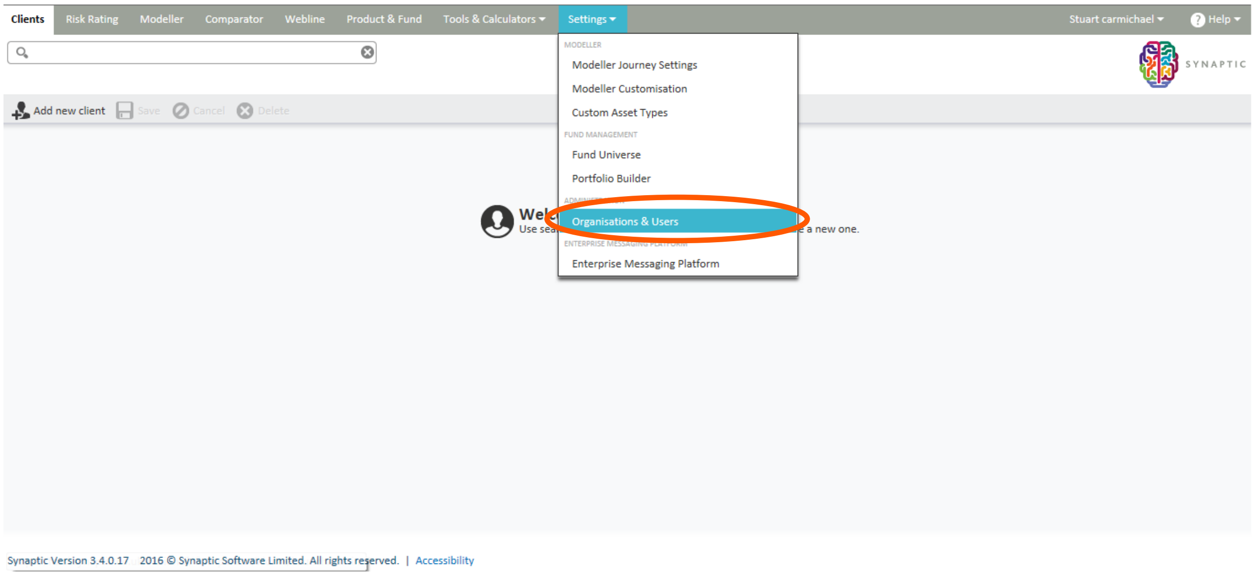
1 Introduction

This guide has been created to help you set up your Comparator software.

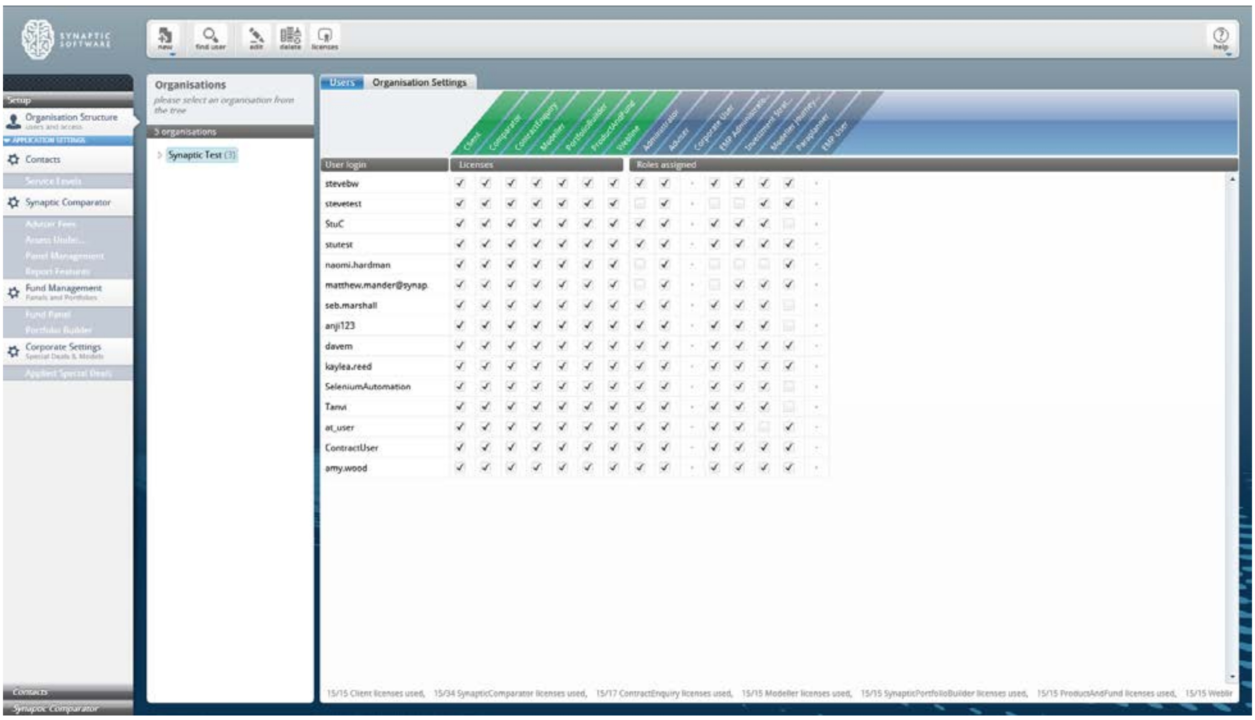
2 Accessing Synaptic Comparator Set up

Please refer to the *Synaptic Client User Guide* regarding signing into the system.

Once you have signed into Synaptic, click on the **Settings** tab and then select **Organisations** and Users from the drop down box.



The Synaptic Comparator home screen will now appear as shown below:



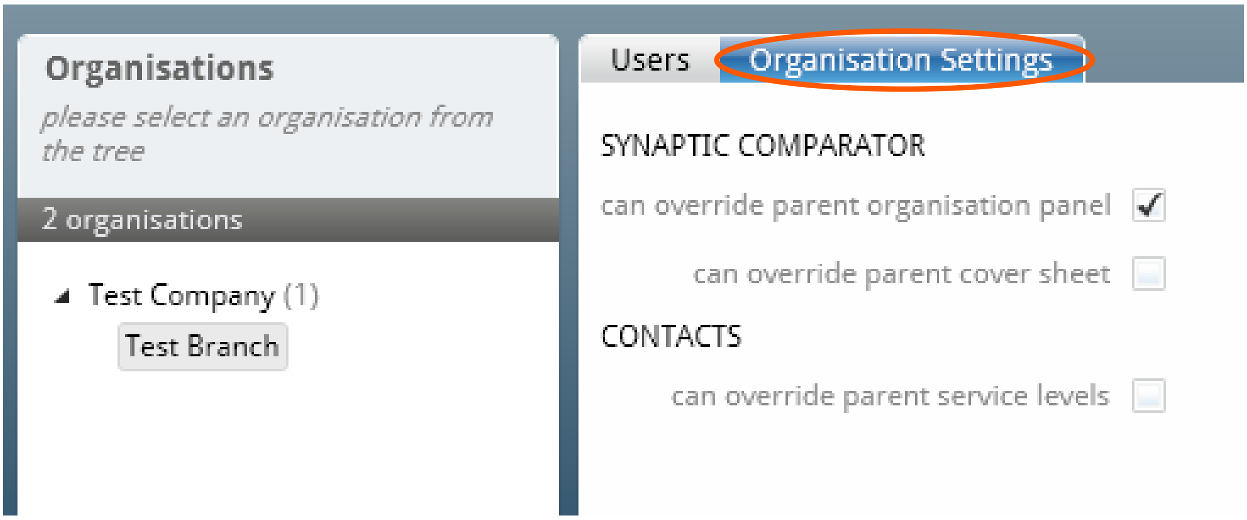
3 Setting Up Synaptic Comparator

When you are given your Synaptic Comparator licence(s), the implementation team will set up at least one user with full access to Synaptic Comparator. Additional users and branches of your company can be added to Synaptic Comparator within the Setup section. Only users with the role of 'administrator' can access this area. The setting up of branches and users is covered in the Synaptic Client Administration guide.

3.1 Branch Permissions

Your organisation will automatically inherit some settings from your parent organisation this could be Synaptic Software Limited or your network head office.

Your parent organisation can give you permission to change the panel of products which you choose from and to white label your final report. To see whether you have these permissions click on the **Organisation Settings** tab next to the users on the right hand side.



4 Synaptic Comparator Settings

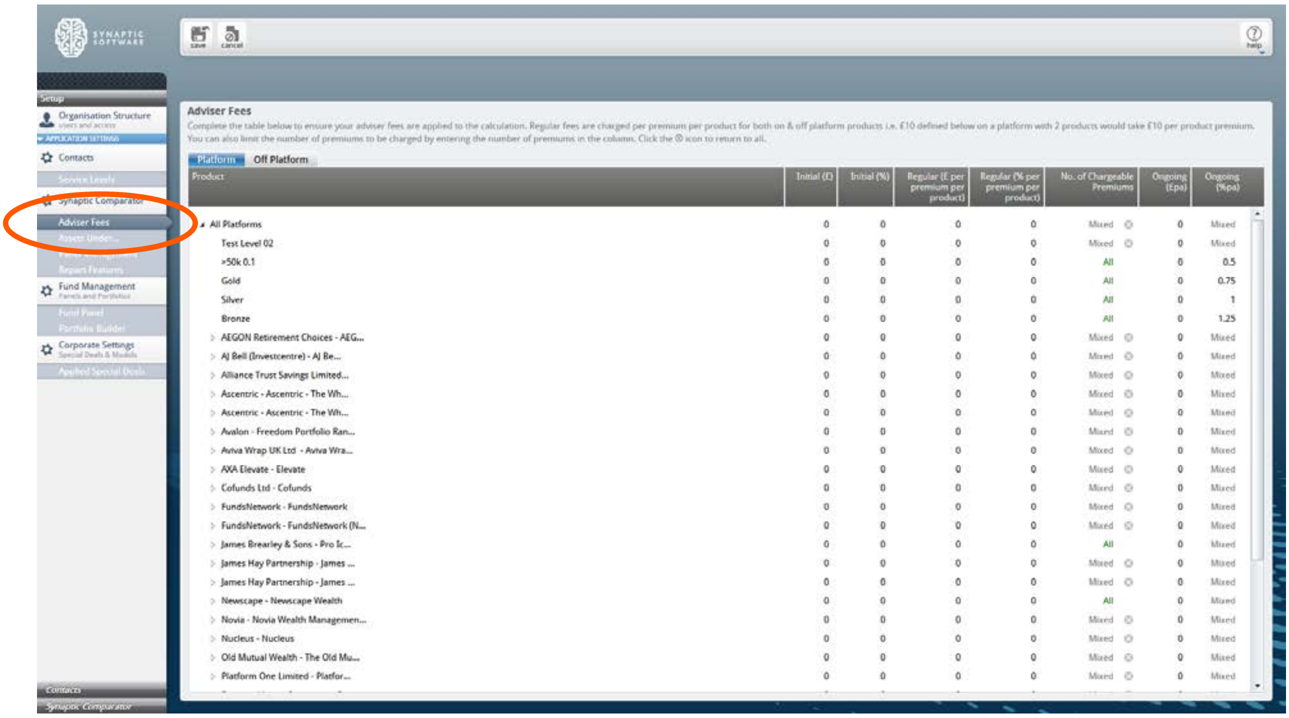
4.1 Service Levels

The setting up of the client service levels is covered in the Synaptic Client Administration guide.

In order for you to activate your Adviser fees please ensure you have set up your bespoke service levels if you are not going to use the default options within the system.

4.2 Adviser Fees

To record any fees that an adviser charges, click on Adviser Fees in the Setup menu. The adviser fees need to be recorded to ensure they are being taking into account for the total solution cost of the platform and the off platform solution.



Fees can be recorded for:

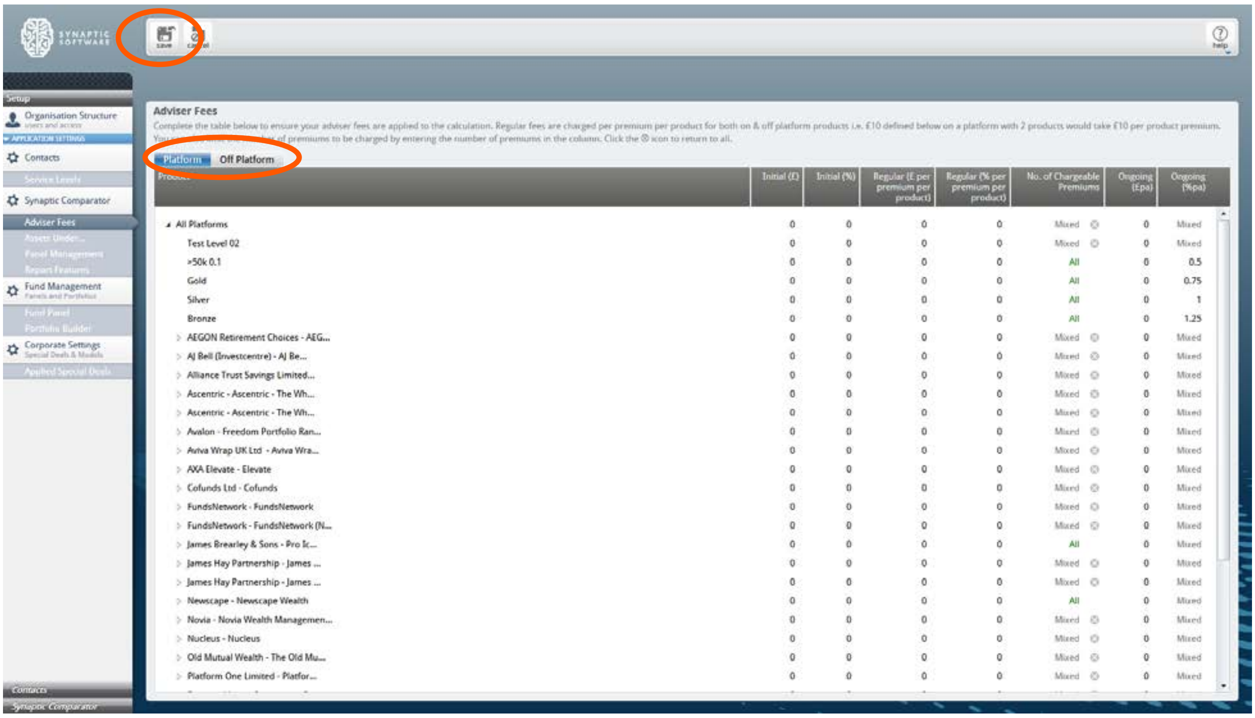
- **All Platforms** – this would be used if you have one charge for all clients and all platforms and products
- **Service Level** – this would be used if you charge different amounts for different service levels for your clients
- **Per Platform** – this would be used if you charge different amounts for different platforms
- **Off Platform** – this would need to be used to enable the Comparator to calculate the costs for off platform products.

You can set up:

- Initial fees – these are taken at the start of the projection from any initial lump sum input
- Regular initial fees – these are taken from regular premiums. The frequency is dictated by inputting the relevant number into the Number of chargeable premiums column.
- On-going fees – these are taken on a monthly basis throughout the life of the projection.

You can express the above fee types in both percentage and monetary terms.

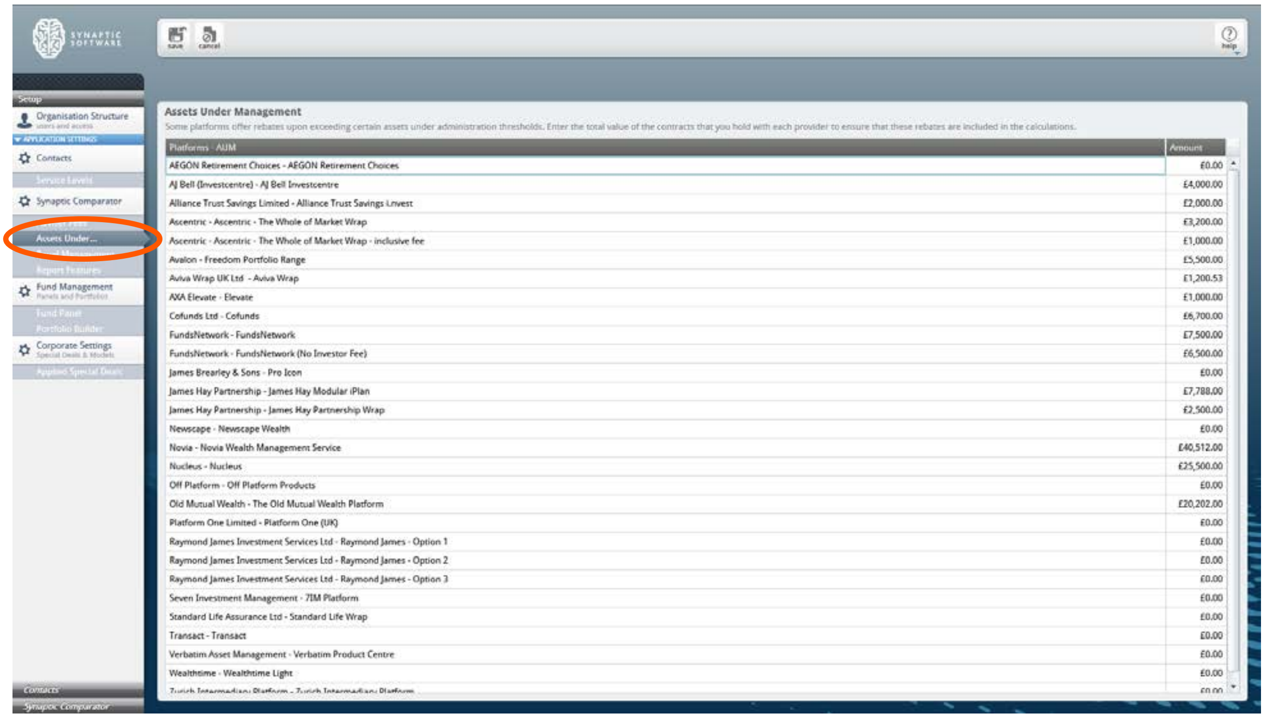
You can repeat the process for the off platforms products by clicking on the off platform tab.



Ensure you click the save button at the top of the screen once you have made the relevant changes.

4.3 Assets Under Administration

Each IFA firm should record the amount of money they hold on each platform. Click into **Setup** and then **Assets under Administration**:

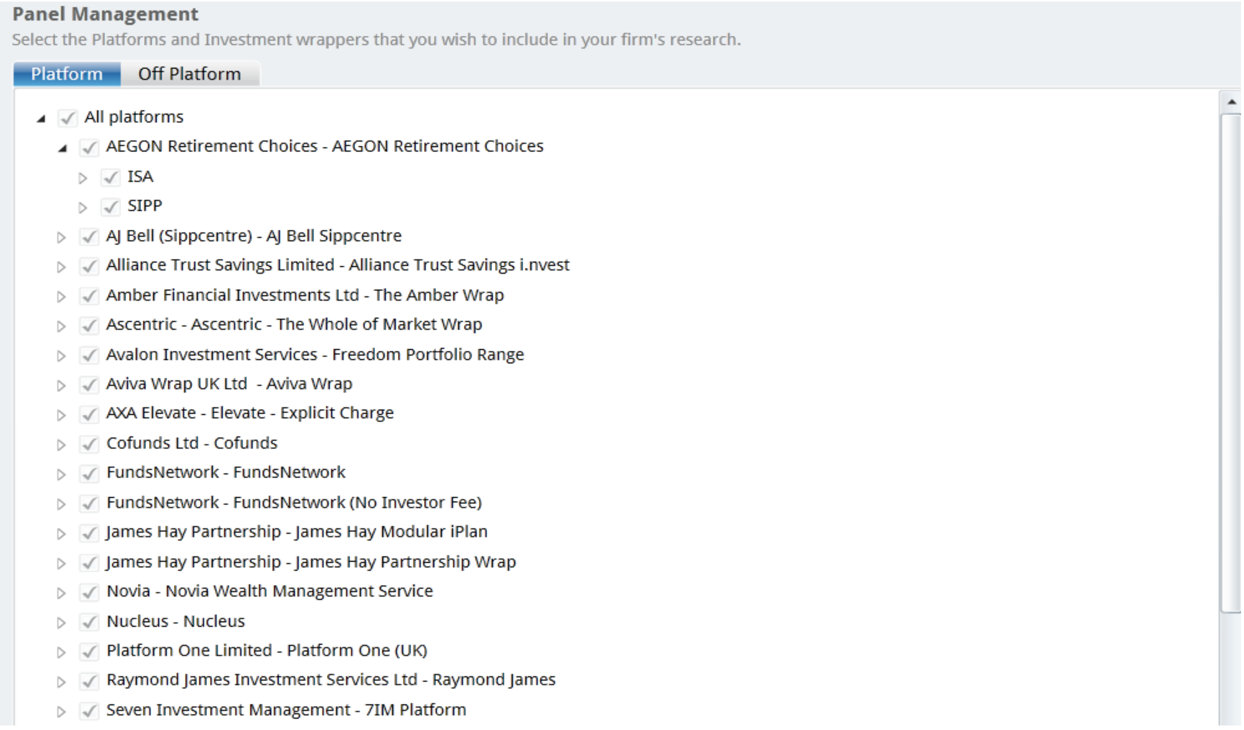


Some platforms/providers have different charging structures in accordance with the amount of assets under administration a particular firm might have with them. In order to ensure the calculations are correct for your firm, please regularly update this section.

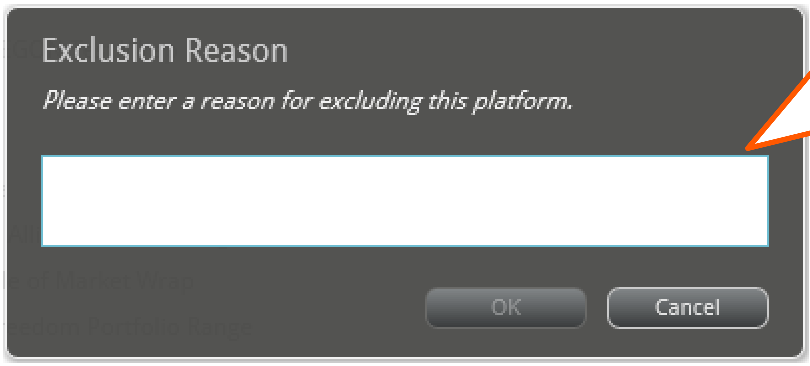
Click save to ensure all changes to this section are recorded correctly.

4.4 Panel Management

If there are any platforms, wrapper types, individual wrappers or off platform products that you or your organisation do not want to be included, these can be removed from Comparator. This can only be done by the parent organisation or by a child organisation if it has been given authority. Select **Setup** from the left hand menu and then **Panel Management**.

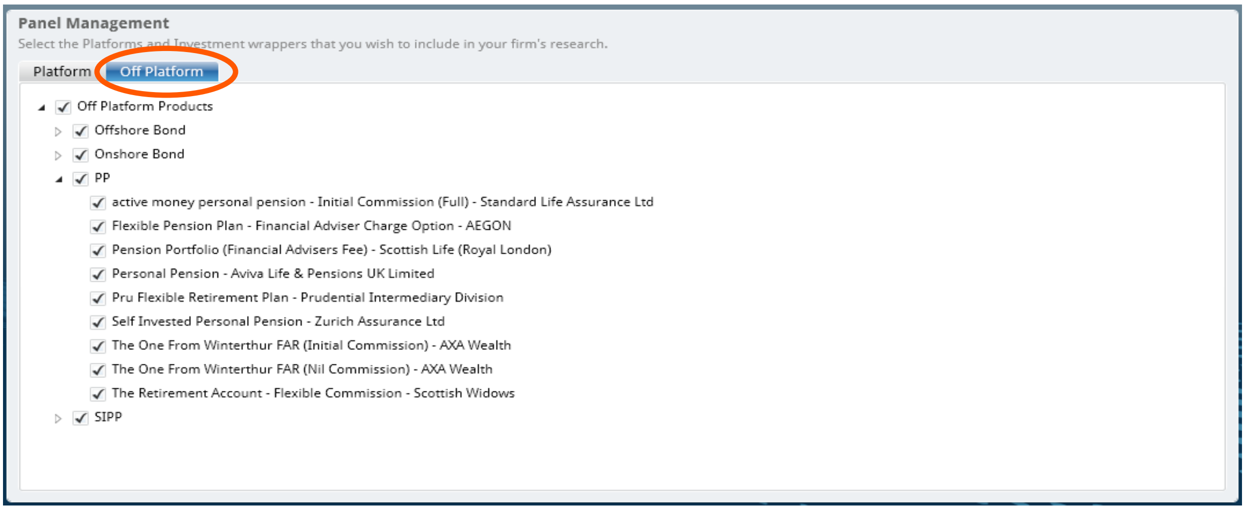


To remove a platform and all of its wrappers, remove the tick against the name of the platform.

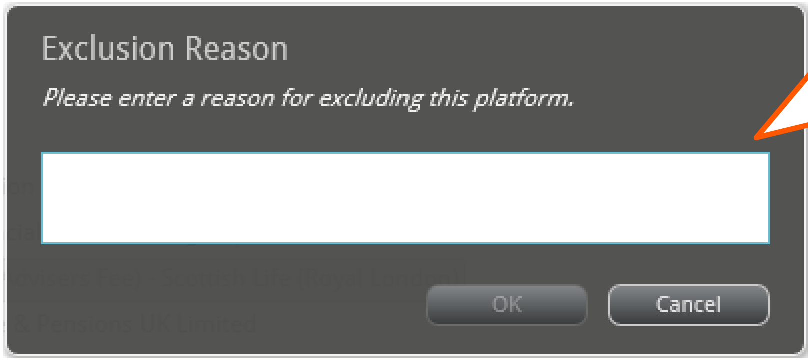


Record the reason why a particular product has been removed. This will be included in any client reports.
Click **OK** and save your changes.

The same can be done for off platform products, using the **Off Platform** tab.



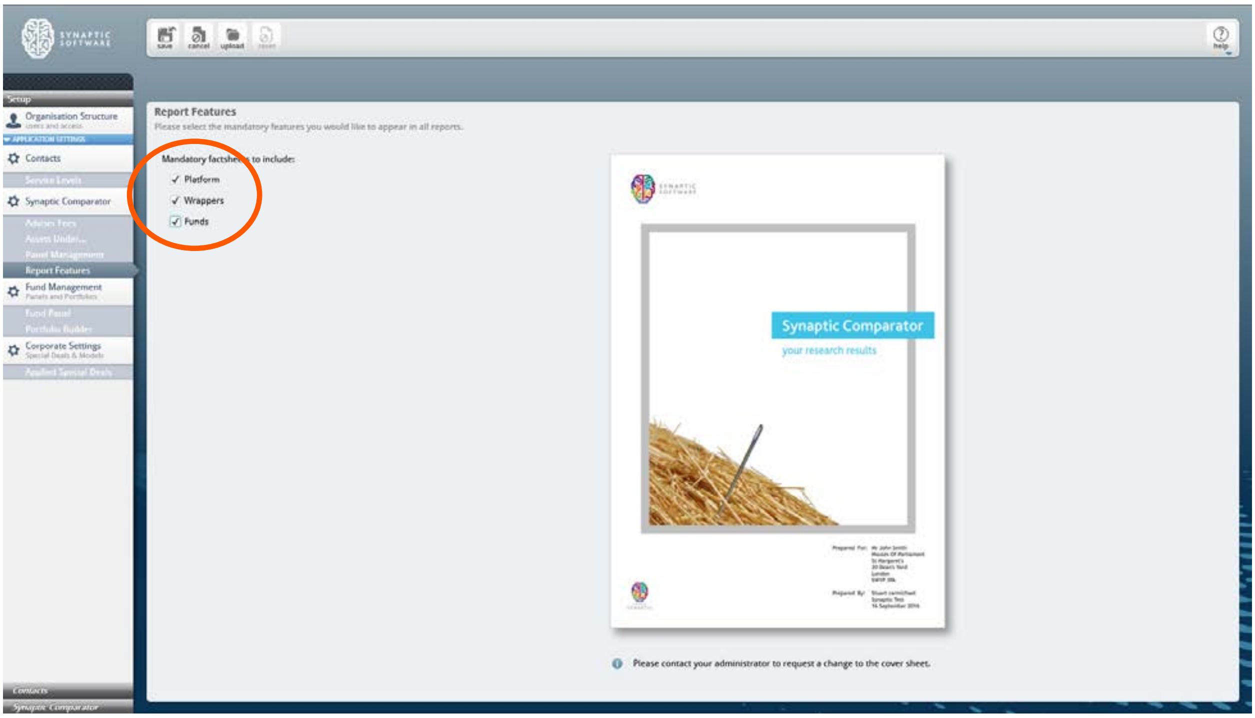
Remove the tick from the off platform type, or individual wrapper and confirm why.



Record the reason why a particular product has been removed. This will be included in any client reports.
Click **OK** and save your changes.

4.5 Report Features

A research report is generated once the platform research has been completed, it will give full details of the platform research and results. If you tick the include factsheets boxes then every final report will include the relevant fact sheets. If they are not ticked each user has the choice to include them every time they generate a final report.



There is also the ability to add your own cover sheet, so that the final report produced will show your cover sheet.

To upload your own use the **Upload** button on the toolbar and select the cover sheet you wish to add and then double click. Please note that this must be in .PNG format.

Branches will not be able to change the report cover front sheet unless they have been given the authority to do so.

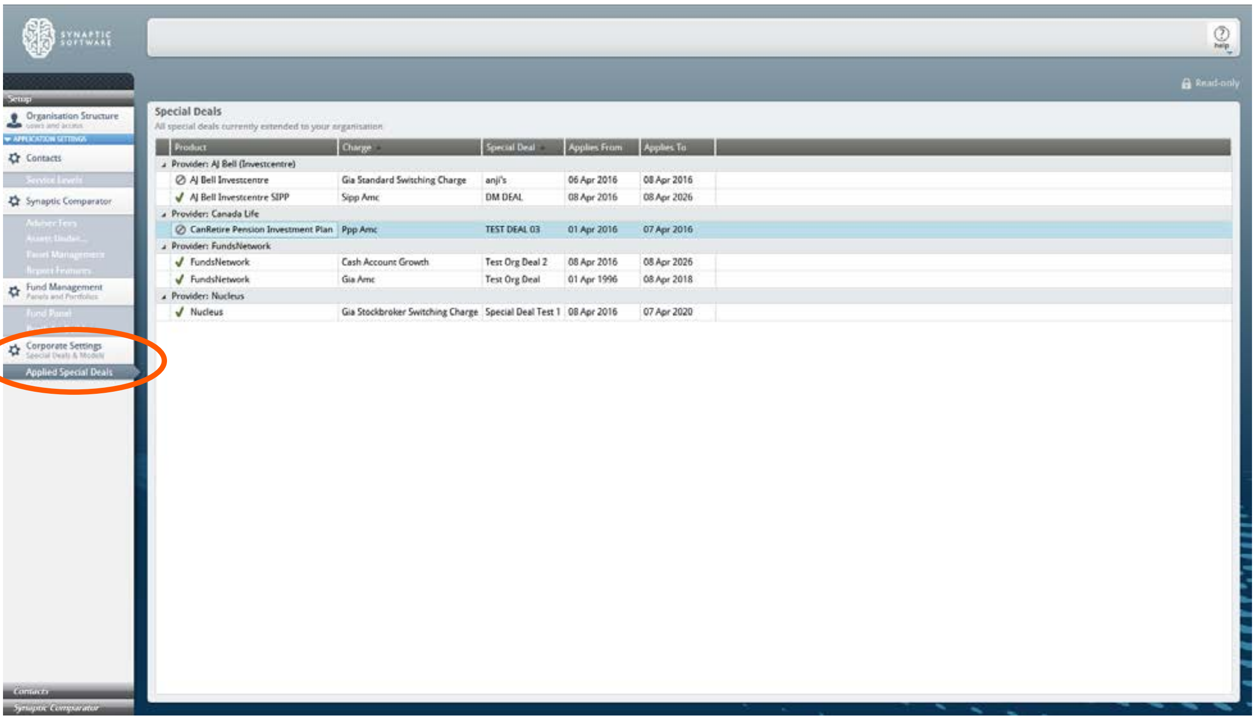
To reset the front cover sheet back to the Synaptic Software Limited one, use the **Reset** button on the toolbar.

4.6 Fund Management

If you wish to set up a fund panel/universe and/or publish portfolios to your users, it is recommended you do this via the Synaptic Client interface. Please refer to the Synaptic User and Synaptic Admin Guides.

4.7 Special Deals

Providers are able to set up Special deals within Comparator and allocate to IFA firms via their FCA number. If any special deals have been allocated to you, these will be viewable within the **Setup** section.



Products & Services from Synaptic Software:

SYNAPTIC CLIENT CARE

SYNAPTIC COMPARATOR

SYNAPTIC MODELLER

SYNAPTIC PRODUCT & FUND

SYNAPTIC RISK

SYNAPTIC WEBLINE

SYNAPTIC WEB SERVICES

SYNAPTIC