

C A S E S T U D Y — F U N D G U A R D

Re-Architecting Trust in Enterprise Automation

From technically sound to operationally trusted.

+30%

Adoption

25%

Faster resolution

5% → 0.2%

Error rate

ROLE

Head of Product Design

TEAM

PM · 6 Eng · Data Science · Ops

THE PROBLEM

10,000

accountants. Manual verification. Every day.



P&L checks



FX conversion



NAV production



Before markets open

~5% error rate in reported files.

Hundreds of millions in annual operating cost.

Data Was There. Structure Was Not.

Workflow Dashboard

Fund Groups: Vanguard +24

Order: Delay

Date: 12/06/2025

Apply

Updated At 21/02/26

Status	Date	Step Name	Fund group	Fund	Act. Completed	Starting Conditions	Completion Conditions	Starting Time	SLA Time
Completed	12/06/2025	Start of day	Group 001	Fund 017	16/16			08:00 AM	08:30 AM
Completed	12/06/2025	Transaction Processing	Group 001	Fund 023	6/6		Sign-Off	08:29 AM	04:00 PM
Completed	12/06/2025	Data Analysis	Group 001	Fund 012	8/8	Perdefine		02:30 PM	05:30 PM
Completed	12/06/2025	Market Research	Group 001	Fund 027	5/5	Step Forward +1		03:45 PM	07:15 PM
Completed	12/06/2025	Performance Review	Group 001	Fund 019	9/9	Validation +1		03:05 PM	07:00 PM
Completed	12/06/2025	Project Kick-off	Group 001	Fund 011	10/10	Step Completed +1		06:00 PM	09:00 PM
Awaiting Approval	12/06/2025	End of day	Group 001	Fund 022	7/10	Step Completed +1		12:45 PM	04:35 PM
Scheduled	12/06/2025	Morning Briefing	Group 001	Fund 051	2/5		Sign-Off	01:15 PM	05:00 PM
Archived	12/06/2025	Team Sync	Group 001	Fund 045	1/3		Sign-Off	10:25 AM	06:00 PM
On Hold	12/06/2025	Client Follow-up	Group 001	Fund 033	2/7	Step Completed +1		10:54 AM	06:15 PM
Pending	12/06/2025	Report Generation	Group 001	Fund 058	0/5	Manual +1		11:23 AM	06:30 PM
Review	12/06/2025	Budget Planning	Group 001	Fund 005	0/7	Step Completed +1		04:20 PM	08:00 PM
Under Investigation	12/06/2025	Strategic Meeting	Group 001	Fund 040	0/12	Completed +1		05:15 PM	08:30 PM

The table exposed data. It never exposed operations.

Structure Mirrored Operations.

Workflow Dashboard

By Group Step

Updated At 21/02/26

Fund Groups: Vanguard +24 Order: Delay Date: 12/06/2025 Apply View: 88 888

Vanguard TNA - 192.76M	PIMCO TNA - 192.76M	BlackRock TNA - 192.76M	Charles Schwab TNA - 192.76M
Funds Status: 150 Delay: 00:26 (32%) Transactions: 10.8k (32%)	Funds Status: 163 Delay: N/A Transactions: 10.8k (32%)	Funds Status: 178 Delay: N/A Transactions: 10.8k (32%)	Funds Status: 42 Delay: N/A Transactions: 10.8k (32%)
Tasks: 52	Tasks: 12	Tasks: 12	Tasks: 12
Delayed Funds: (Fund001) (Fund002) (Fund004) (+4)	No Delayed Funds	No Delayed Funds	No Delayed Funds
Vanguard TNA - 192.76M	PIMCO TNA - 192.76M	BlackRock TNA - 192.76M	Charles Schwab TNA - 192.76M
Funds Status: 254 Delay: N/A Transactions: N/A	Funds Status: 132 Delay: N/A Transactions: N/A	Funds Status: 132 Delay: N/A Transactions: N/A	Funds Status: 132 Delay: N/A Transactions: N/A
Tasks: No Tasks	Tasks: No Tasks	Tasks: No Tasks	Tasks: No Tasks
Delayed Funds	No Delayed Funds	No Delayed Funds	No Delayed Funds

Workflow Dashboard

By Group Step

Updated At 21/02/26

Fund Groups: Vanguard +24 Order: Delay Date: 12/06/2025 Apply View: 88 888

Vanguard1 Funds Status: 150 TNA: 192.76M USD Tasks: 52 Trans: 10.5k (32%) Delay: 00:26 (120%) Delay (Avg): 00:26 (120%)	PIMCO Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): 00:26 Delay (Avg): 00:26	BlackRock Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): 00:26 Delay (Avg): 00:26	Charles Schwab Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): 00:26 Delay (Avg): 00:26	Vanguard Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): N/A Delay (Avg): N/A
Delayed Funds: Van 001 (+4)	Delayed Funds: Van 001 (+4)	Delayed Funds: Van 001 (+4)	Delayed Funds: Van 001 (+4)	No Delayed Funds
T. Rowe Price Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): N/A Delay (Avg): N/A	JP Morgan Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): N/A Delay (Avg): N/A	T. Rowe Price Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): N/A Delay (Avg): N/A	Franklin Templeton Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): N/A Delay (Avg): N/A	PIMCO Funds Status: 150 TNA: 192.76M Tasks: 52 Trans: 32% Delay (Plan): N/A Delay (Avg): N/A
No Delayed Funds	No Delayed Funds	No Delayed Funds	No Delayed Funds	No Delayed Funds
PIMCO Funds Status: 150 TNA: 192.76M Tasks: N/A Trans: 100% Delay (Plan): N/A Delay (Avg): N/A	Charles Schwab Funds Status: 150 TNA: 192.76M Tasks: N/A Trans: 100% Delay (Plan): N/A Delay (Avg): N/A	JP Morgan Funds Status: 150 TNA: 192.76M Tasks: N/A Trans: 100% Delay (Plan): N/A Delay (Avg): N/A	T. Rowe Price Funds Status: 150 TNA: 192.76M Tasks: N/A Trans: 100% Delay (Plan): N/A Delay (Avg): N/A	T. Rowe Price Funds Status: 150 TNA: 192.76M Tasks: N/A Trans: 100% Delay (Plan): N/A Delay (Avg): N/A
No Delayed Funds	No Delayed Funds	No Delayed Funds	No Delayed Funds	No Delayed Funds
BlackRock Funds Status: TNA: 192.76M	Charles Schwab Funds Status: TNA: 192.76M	BlackRock Funds Status: TNA: 192.76M	JP Morgan Funds Status: TNA: 192.76M	Vanguard Funds Status: TNA: 192.76M



Cognitive chunking



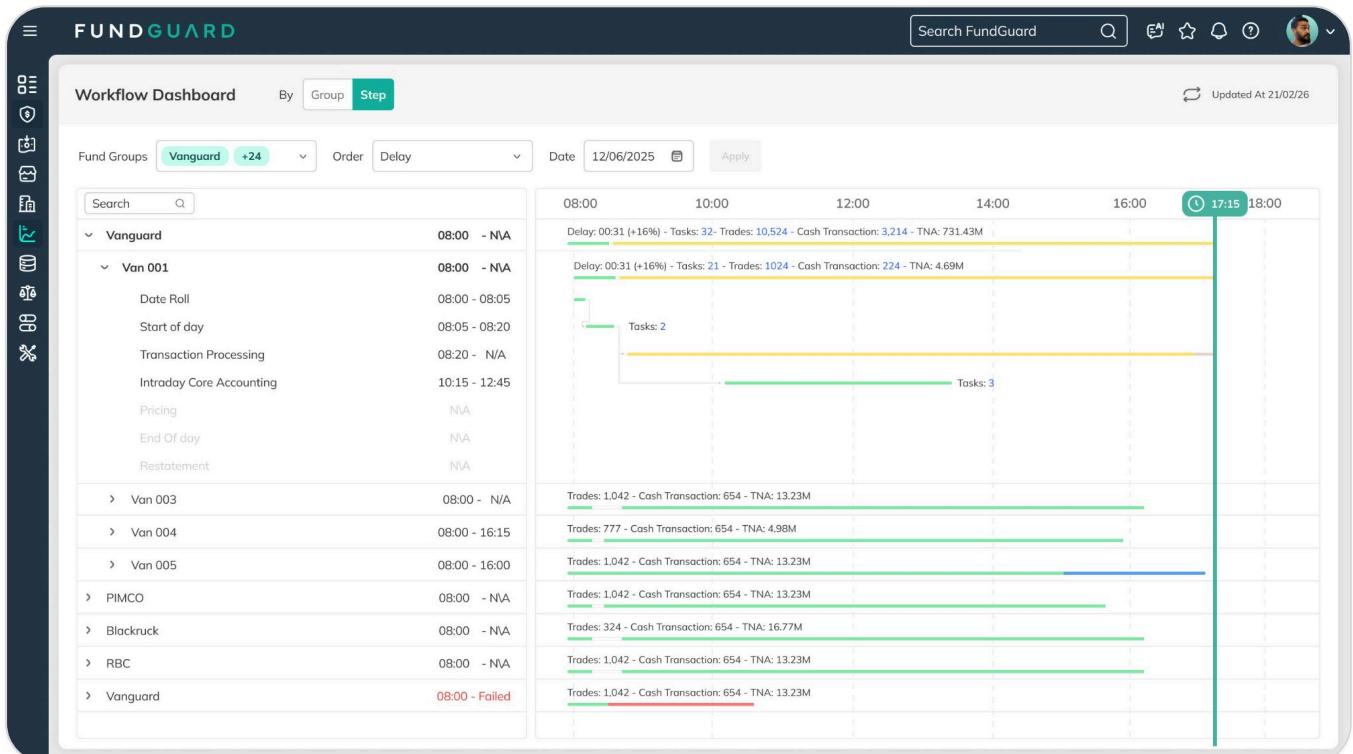
Risk visible instantly



Org structure mirrored

Sequence Made Visible.

Where is the bottleneck? Are we missing SLA?



Date Roll

Processing

Accounting

Pricing

End-of-Day

THE TRUST GAP

THE SYSTEM HAD

- ⚡ Real-time processing
- ☰ ABOR + IBOR unified
- ⌚ AI anomaly detection
- ⟳ Continuous reconciliation

USERS STILL DID

- ⚠ Rechecked AI flags
- ⤒ Exported to Excel
- ⤓ Ran offline workflows

The system worked.

Users didn't trust it.

Not a UI problem. A cognition problem.

H1

Row-based layout prevents structural understanding.

H2

No single source of truth. No basis for trust.

Make Structure Spatial.

BEFORE

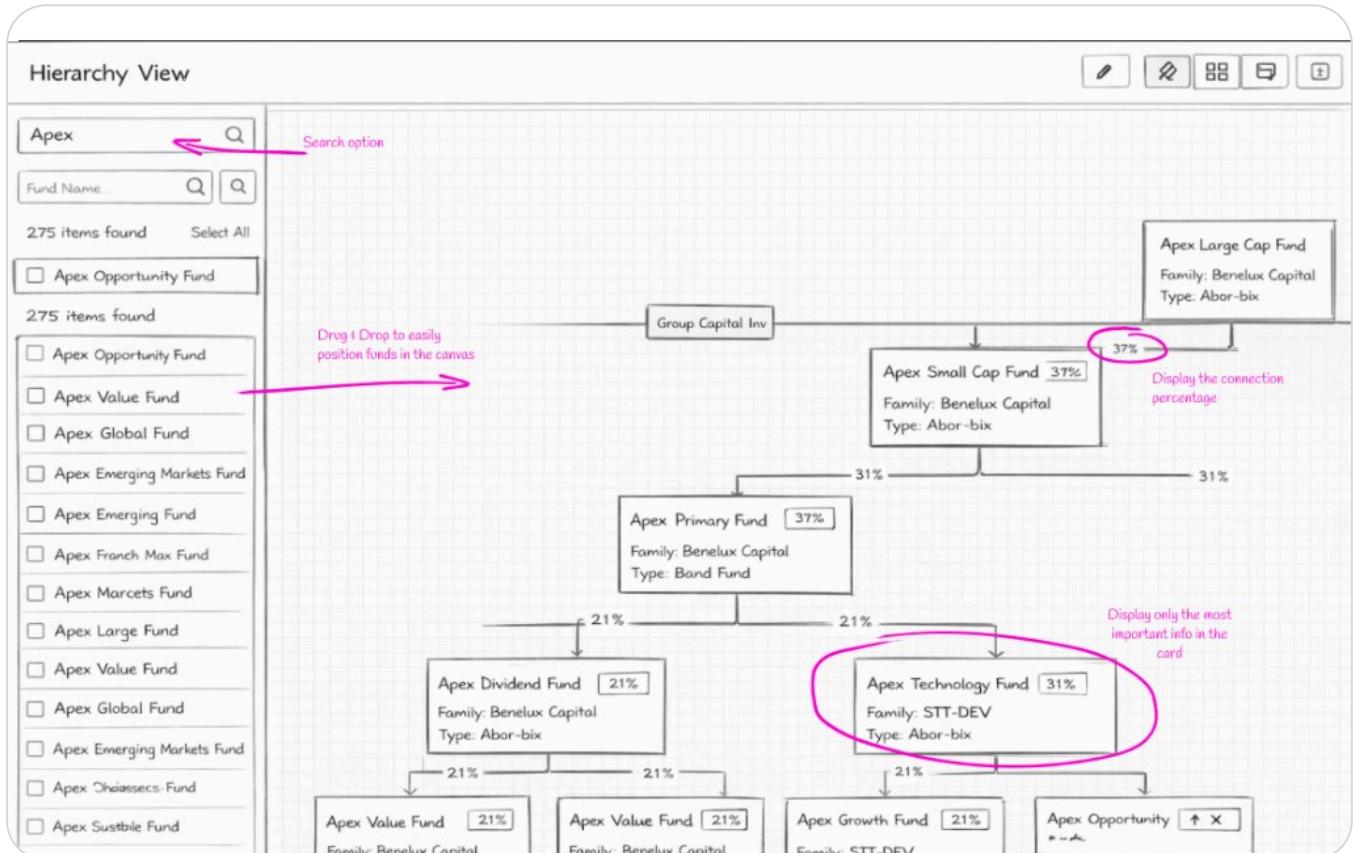
Poor scalability
As hierarchies grow, the table becomes harder to read, scan, and reason about, especially with multiple feeders and rollups.

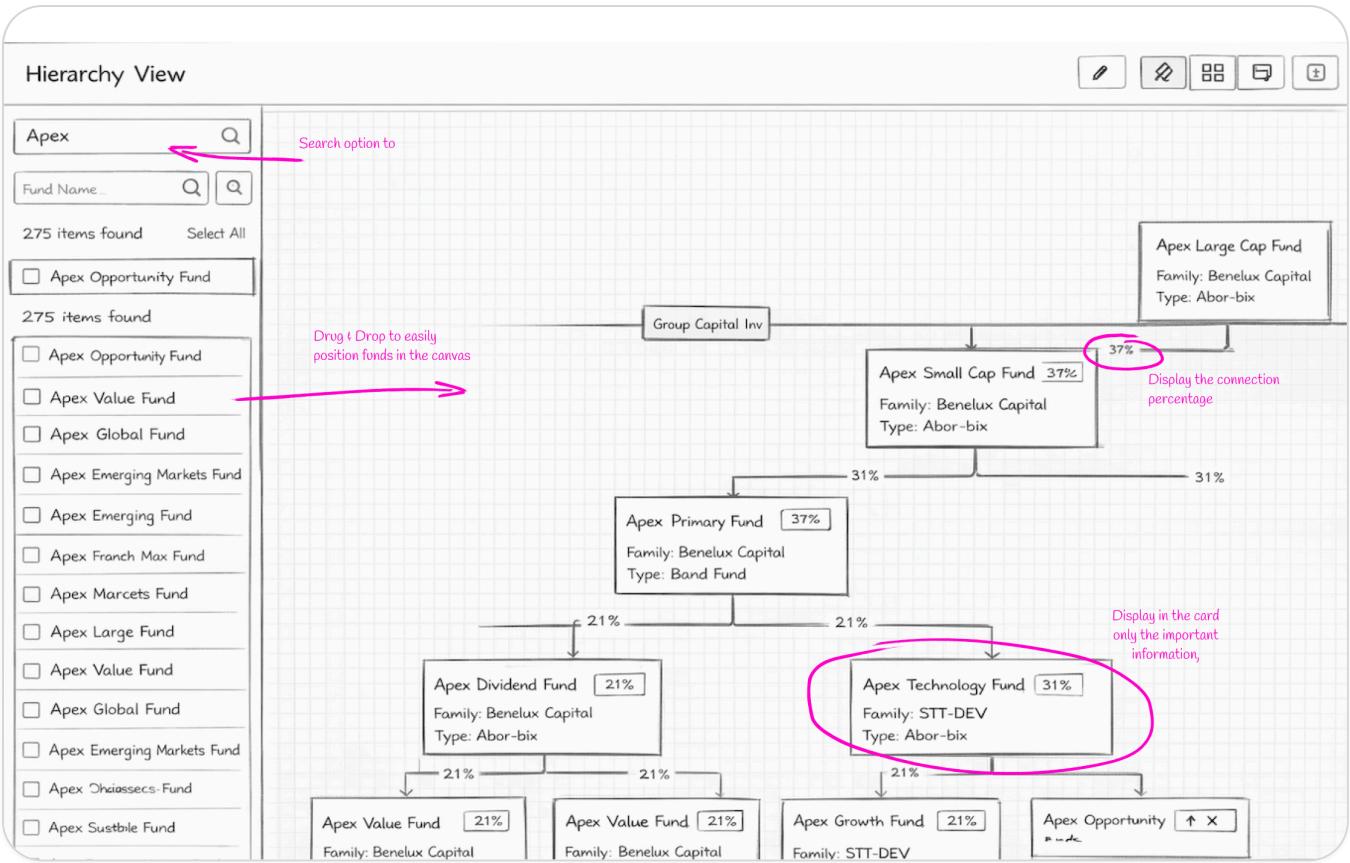
High cognitive load
Users must mentally reconstruct the hierarchy instead of seeing it visually represented.

Hierarchy isn't visually clear
Tables flatten relationships, making it hard to understand how funds feed into one another at a glance.

Limited flexibility
Adjusting or re-structuring the hierarchy requires manual edits rather than intuitive interaction.

AFTER





See before editing



Propagation visible



State embedded

Not All Exceptions Are Equal.

B E F O R E

Equal weight. Manual triage.

A F T E R

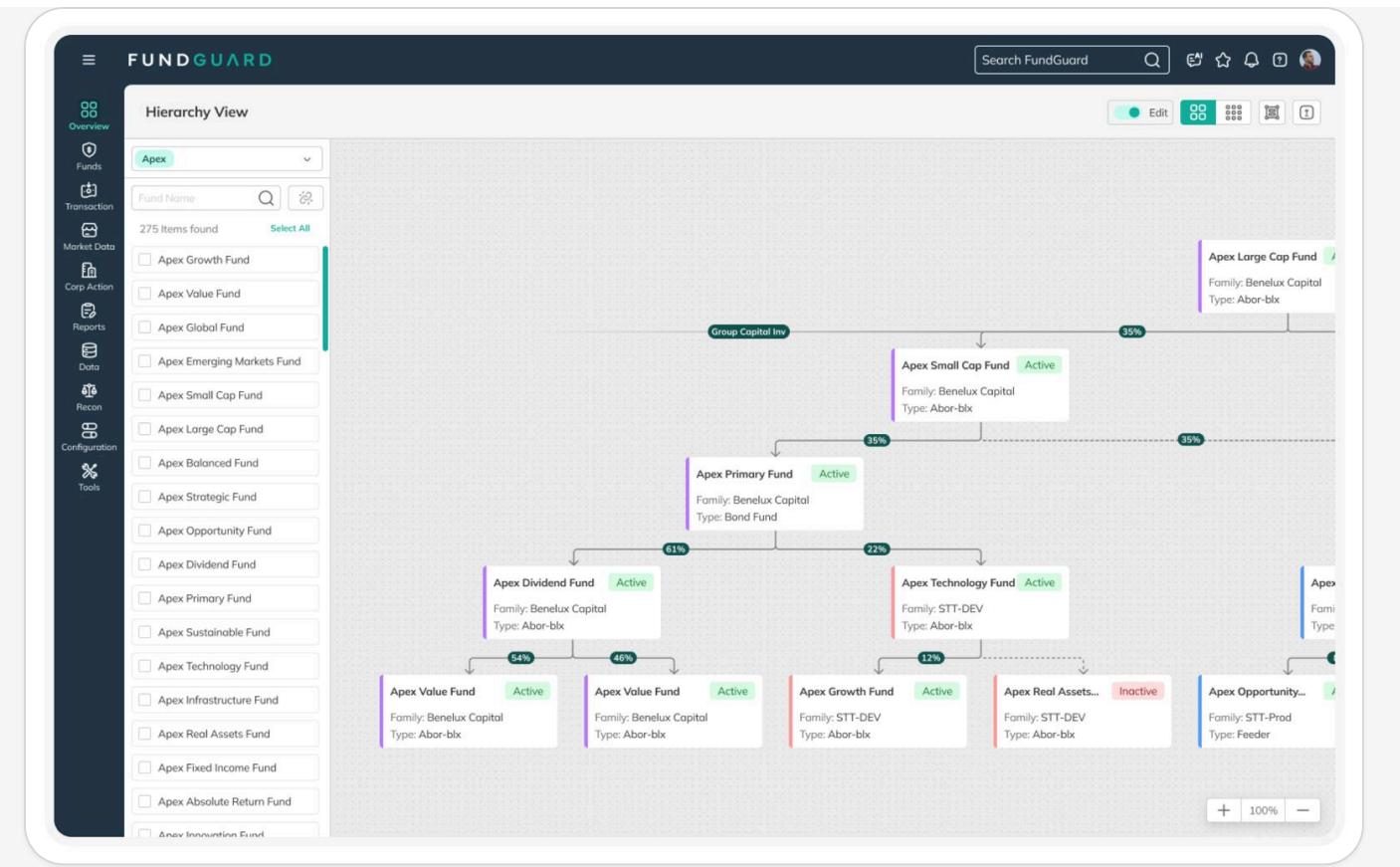
⌚ Risk-ranked

↗ Impact surfaced

🕒 Context embedded

Attention directed to financial impact.

Reasoning Became Inspectable.



AI reasoning



Confidence score



Audit trail



Full traceability

5% → 0.2%

Error rate reduction

Trust Unlocked Scale.

+30%

Adoption

25%

Faster resolution

0.2%

Error rate

Stopped exporting to Excel.

Stopped rechecking AI outputs.

Trusted the system state.

Design Became Infrastructure.



Embedded in operations



Measured trust, not clicks



Enterprise UX is not simplification.
It is stabilizing complexity at scale.

Stop exporting to Excel.

Stop rechecking every output.

Start reasoning about the system.

That's infrastructure. Not interface.