

Profile

1. Please confirm your job title?

Wealth manager	
Relationship manager	
Private Client Specialist	
Asset Manager	
Other, please specify	

2. What type of business do you work in?

Retail Bank	
Private Bank	
Asset management	
Other, please specify	

3. And can I confirm your job involves the provision of wealth management services?

Yes	
No	Close

Challenges

4. Thinking about your client's attitudes please tell me how strongly do you agree or disagree with each of the following?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	DK/NS
Clients are more risk averse than they were before the downturn						
Clients are looking for more personalised financial solutions						
Trust in wealth management advisors has been damaged by and during the downturn						

5. How serious would you say the following are in terms of challenge to you over the next 2 years? Please give a score between 1 and 5 , where 1 represents no real challenge and 5 represents a critical challenge

	Score
Investor trust in the security of the private banking sector	
Governmental intervention/ownership	
Customer retention and acquisition	
Volume of mergers and acquisitions	
Development of new investment products	
Retention of key staff	
Increasing regulation	
Increased service demands from clients	
Other please specify	

6. And which are the three biggest challenges you will face in the coming 2 years?

	Identify
Investor trust in the security of the private banking sector	
Governmental intervention/ownership	
Customer retention and acquisition	
Volume of mergers and Acquisitions	
Development of new investment products	
Retention of key staff	
Increasing regulation	
Increased service demands from clients	
Other please specify	

7. How important will the following be in tackling the three most serious problems you will face in the coming 2 years?

	Not at all important	Not important	Neutral	Important	Extremely important	DK/NS
Organisational agility (e.g. short time to market, SOA)						
Cost effectiveness						
Risk management						
Compliance						
Effective use of outsourcing						

8. What else would you say your organisation needs to do to deal with the biggest challenges you face in the next 2 years?

9. How would you rate your organisation in the following areas?

	Very poor	Poor	Neither good nor poor	Good	Excellent	DK/NS
Organisational agility (e.g. short time to market, SOA)						
Cost effectiveness						
Risk management						
Compliance						
Effective use of outsourcing						

10. Which of these will your organisation focus on most in the next 12 months?

Organisational agility (e.g. short time to market, SOA)	
Cost effectiveness	
Risk management	
Compliance	
Outsourcing	

Challenges

11. Overall how well would you say your organisational IT systems support you in your role?

Extremely well	Go to 13
Quite well	Go to 13
Neither well or badly	
Quite badly	
Very badly	
Don't know	Go to 13

12. Can you briefly tell me how your organisational IT systems could better support you in your role?

13. Have you ever experienced an issue with IT systems that may have resulted in:

	Yes	No	DK/NS
Lost revenues		Go to 15	

Lost investment opportunities		Go to 15	
Inability to evaluate investment risk		Go to 15	
Negative impact on final clients (e.g. issues with reporting, statements, web banking)		Go to 15	
Difficulties in regulatory reporting		Go to 15	

14. Can you tell me what happened?

15. Do you know if any part of your banking IT system is outsourced?

Yes	
No	Go to 17
Don't know	Go to 17

16. And approximately how much of your banking IT system is outsourced?

Less than 5%	
Between 6% and 25%	
Between 26% and 50%	
Between 51% and 75%	
Over 75%	
Don't know	

17. Which part of your banking IT system is outsourced?

Hardware	
Support/helpdesk	
Front-office applications	
Back-office applications	
Non critical applications	
Other, please state	
Don't know	

18. How important is your IT system in helping your organisation reach its targets?

Very Important	
Quite important	
Neither important or unimportant	
Quite unimportant	
Very unimportant	
Don't know	

19. Finally, to what extent do you feel confident regarding your company's performance over the next 2 years?

Very confident	
Quite confident	
Not very confident	
Not at all confident	

Don't know	
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