

CASE STUDY

Vistra supports leading US real estate investment manager with fund administration and technology optimisation

Vistra provides fund administration and investor services to US-based independent real estate investment manager. As part of the partnership, Vistra's team has introduced improvements to its Yardi system, activating unused elements and creating real operational efficiencies that have allowed the business to target scalable growth.

The challenge

In 2021, the firm developed an ambitious growth plan that included the launch of a new large property fund, a major rebrand and planned subsequent significant fund launches.

The firm's team was already administering its existing funds in-house. However, the launch of any new offerings meant that it would become increasingly challenging to do this effectively.

Additionally, the firm was not harnessing the full capabilities of existing fund software, indicating significant opportunities to streamline and enhance its processes.

In order to focus on growth and drive the business forward, the firm decided to find an outsourcing partner who could assume responsibility for administering its existing funds and any it might launch in the future. Central to this was the need to work with a third party who could ensure that any fund admin software was being used at optimal capacity.

Vistra's solution

Having been appointed in January 2022, Vistra assumed responsibility for a full range of administration services – including fund accounting, investor services and regulatory reporting.

Vistra also investigated how the firm was using the Yardi Voyager software it had in place – identifying ways to further optimise current processes and gain more efficiencies.

It was agreed that Vistra would use the firm's Yardi Voyager system, so that a seamless transition was able to take place as no data transfer was required.

Vistra's team has been able to help with many improvements in how the firm's Yardi system is used, such as enhancing workflows and introducing modules that weren't actually activated or implemented, such as automated waterfalls.

Not only has this partnership helped make the Vistra team a really valuable extension of the firm's business – it has also offered the firm the scalability it requires going forward.

Real estate investment manager with a 50-year track record and deep, long-standing relationships with leading real estate operators. The firm has acquired over \$4.5 billion of assets, representing over 400 transactions across multiple real estate funds.

Industry
Real Estate

Location
Americas



Benefits

- Smooth transition of in-house fund administration to Vistra's Real Estate team
- Scalability introduced without increasing the need for more staff
- Faster and more streamlined reporting and processes (quarterly/annual)
- Enhancements to Yardi Voyager platform including automated waterfall calculations
- Full support from Vistra's Yardi experts has maximised the use of Yardi AI features and provided guidance on best practice – improving processes across the board

3

Funds under administration

16

Entities

3 months

Client fully onboarded

“We have effectively contributed substantial value by optimising the way the client utilises it’s Yardi system, enhancing reporting capabilities across their real estate portfolios. This has streamlined back-office processes, leading to an improvement in their overall operational model.”

Marlyn Ramirez

Director, Real Estate Fund Operations

Vistra

Working together to seize opportunity

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At Vistra, we believe your business and your people can make a difference in the world. That's why our work is focused on helping our clients act with confidence and speed to seize opportunity wherever it arises. As a global corporate service provider and fund administrator with more than 5,000 professionals in over 45 jurisdictions, we empower legal entities globally to work smarter, grow faster, act responsibly, protect capital and scale across borders – by doing what we do best: reducing risk and enhancing efficiency. Discover how we can help you and your business seize opportunity today by exploring our services at vistra.com.