

Private Equity:

RISE WITH THE READINESS LEADERS IN PRIVATE EQUITY

How can private equity executives increase their confidence in their ability to connect to growth?

The hunt for growth is on.
Are you ready to rise?

While a majority of private equity professionals are confident about growth, over a quarter of PE professionals still express a pessimistic view about the next **12 months.***

54%

are confident about hitting growth targets.

26%

are pessimistic about hitting growth targets.

21%

are unsure.



By focusing on six operational principles, you can reap the rewards.



Automation

+



Data Management

+



Emerging Technology

+



Digital Innovation

+



Customer Experience

+



Talent

Private equity firms have strengthened data integration but must **catch up on more advanced analytics.**



Master data management

74% say they are effective or highly effective at combining internal and external data for decision-making.



But **up to 50%** are not effective with advanced analytics for predictive identification of risk and opportunities.



While many private equity firms are embracing customer-focused technologies, they have been slower to adopt emerging technologies like artificial intelligence (AI) and machine learning.



Embrace emerging technologies

58% have online customer services/e-delivery technology live or in testing.

53% have mobile services for customers live or in testing.

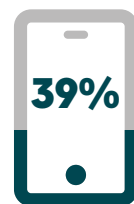
53% have advanced CRM software live or in testing.

But **61%** are unsure about, have no plans for or have not yet tested AI/machine learning technologies.

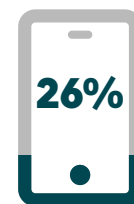


Expedite digital innovation

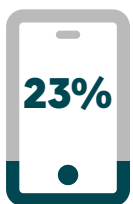
While the imperative to develop new digital services is strong, private equity firms see many barriers to fully embracing digital innovation.



Legacy IT systems/
inadequate technology



Cybersecurity risk



Internal silos/lack
of collaboration

A lack of understanding of the importance of digital transformation is not an issue for private equity firms – only **11%** cited this as a barrier to innovation.

Private equity as a sector shines in the area of **customer experience**, but it will be important to continue working to differentiate from rivals.



Continue delivering an excellent customer experience

83%

are effective or highly effective at demonstrating responsiveness.

77%

are effective or highly effective at delivering personalized service.

69%

are effective or highly effective at delivering customized products.

35%

believe they need to improve on fee transparency.

38%

believe their mobile services need improvement.

But as many as

And up to

Rise to the future

Private equity firms know that achieving smarter performance requires a strong technological foundation. The firms that will rise to the future are actively pursuing technology improvements today, which they expect will provide a variety of benefits, including:



Reduced size and complexity of IT infrastructure



Enhanced cybersecurity



Increased revenue



Reduced operating costs

What's your growth readiness?
Are you ready to rise?

Download the full report, **The FIS™ Readiness Report: The Hunt for Growth Across Asset Management**, to find out more.

*All data is sourced from a global survey of private equity decision-makers by FIS and Longitude that was conducted between March and May 2017.