Compliance, Confidence & Precision

When you select Trust Management Network as your Trust partner, you can be confident that your organization is operating in compliance with the latest accounting and industry regulations. From SSAE16 Audit to Disaster Recovery and Penetration Testing, we provide our clients with a wide array of due diligence information that is immediately accessible through our client portal.

Professional Expertise

At Trust Management Network, we recognize that our people are the difference. We are a unique organization, and as such we have attracted experienced employees who believe in our common goal. The result for our customers: confidence in our constant commitment to provide exceptional Trust operations and a partner that becomes a valuable resource for important industry trends, updates, and best practices.
While every company’s needs are different, the process of Trust outsourcing has many common elements. Below are just a few of the functions we provide:

- Post all daily cash receipts and disbursements
- Process all wire transfers and ACH distributions
- Invest and divest all Mutual Fund activity
- Settle all DTC and Fed items through custodian
- Print and mail checks daily to client or recipient as instructed
- Provide single source for questions regarding system capabilities
- Maintain technology and upgrades of software
- Perform research on accounts
- Receive and allocate all income
- Provide comprehensive disaster recovery plan with annual testing
- Provide comprehensive SSAE16 Audit and IT penetration testing
- Provide reconciliations on all assets in custody
- Provide system training to improve efficiencies in operations
- Client roundtable discussions on industry trends and best practices

Ask us about Managed Services

“A la Carte” operations to fit your Trust organization’s needs
Why Outsource?

Why do organizations choose to outsource their Trust operations? Because it makes good business sense. It’s easier than having in-house operations, it’s more efficient, it uses fewer company resources, and it requires less management time—in short, outsourcing is one of the best solutions for financial institutions that want the benefit of Trust operations without the investment required to manage the operations in-house.

What is Trust Operations Outsourcing?

Trust operations outsourcing is a turnkey solution to relieve your company of the day-to-day management of Trust operations. You retain control of the customer relationship and onsite Trust professionals. We handle all of the back-office operations and compliance. Our experienced staff come onsite to your company for installation and training of our Trust systems, then remain a continuous partner for support and assistance as needed. Our involvement is transparent to your customers.

Benefits to Your Organization

Universally, the primary benefit of outsourcing is increased efficiency—both cost and operational—while providing professional Trust services to valued clients. However, the benefits go beyond simply having better Trust operations. By making the strategic decision to select TMN as your Trust partner, the benefits to your institution include:

- Your organization’s ability to concentrate on its business strategy and focus resources on core products and services
- Elimination of the burden of dual control compliance obligations, reconciliation and system maintenance
- Transparency to your clients—TMN has contact only with you, not your clients, and we do not label anything that indicates our involvement
- The ability to deliver the most accurate, efficient and cost effective services to your clients without losing control of the operations process
- A valued resource in the industry with a network of expertise to help you grow and service your Trust organization
Case Studies on Trust Operations Outsourcing

Trust Management Network is a leading provider of Trust operations services and wealth management solutions. Below are real examples of Trust departments that chose to outsource with TMN:

Reducing operation costs to increase profitability

A Trust organization’s key people were being underutilized, while the operations staff were operating at full capacity. TMN implemented an outsourcing solution that absorbed nearly all of the banks functionality without changing the department’s current way of doing business or disrupting relationships with important clients. The bank was able to redirect key people to revenue-generating functions and maximize their value to the bank. The result was an immediate bottom line success with significant reductions in system and staffing expenses.

Outsourcing frees administrators to grow and develop business

A Trust department’s assets were increasing and regulatory compliance was becoming more complex. The Trust administrator realized that she did not have the resources or time to perform both the front and back office functions together, and both were beginning to suffer. Trust Management Network was able to provide a solution that allowed the administrator to focus on growing her Trust department and developing additional business without handling operational headaches. The decision to outsource allowed the bank to increase growth and strengthen existing client relationships without adding additional staff.

Mitigate the risk of employee loss

A Trust department manager realized that his Trust department’s success was at risk, because it depended on the knowledge and expertise of just a few back office personnel. Without this staff, the department would be paralyzed; no one else knew how to run the operations, and replacing the staff would be difficult and lengthy. The banks executives turned to Trust Management Network for a solution to reduce the impact of employee loss. After absorbing the department’s daily operational functions, TMN was able to identify outdated methods being used in the department and implement a system to make the administrative function run more efficiently giving peace of mind that the back office was in good hands.

Maintaining the relationship fence while reducing regulatory pressures

A Bank’s management team was concerned about the cost of maintaining a relationship fence around its most important customers as well as the lack of depth in the Trust department. Additionally, the bank was faced with needing to expand the staff to meet regulatory pressures. Trust Management Network was able to provide a solution that relieved the Trust department’s regulatory issues and provided valuable knowledge and depth that allowed the Trust department to exceed growth expectations and meet all regulatory needs. Since outsourcing Trust operations, the bank has been able to double its assets under management – a result that has occurred effortlessly and without any additional staff requirements.

Expediting profitability in Start-Up Trust Departments

A mid-sized community bank hired a veteran Trust professional to establish a Trust department at the bank. To ensure the success of the department, the Trust professional utilized Trust Management Network to provide a strong back office so that he could focus on developing business and growing assets. Because of TMN’s strong record of helping start up Trust departments succeed, the start-up Trust department grew at a record pace. A few years later, the Trust department was managing over 250 Million in assets and has been recognized as one of the best operated Trust departments in the state.
Managed Services

Managed Services is an A La Carte Solution tailored to meet the unique needs of Trust organizations that are either not ready to commit to full back office trust outsourcing or only need a specialized function for their organization. By allowing TMN to perform specific “slices” of your back office trust operations, you can focus on the things that matter most – building client relationships and growing your Trust business. With over 20 years in the industry, Trust Management Network is ready to help find a solution for success in your organization.

Benefits of Managed Services

- **You maintain control**
  By choosing TMN to perform specific functions, you maintain control of vendor relationships and platform costs - giving your organization the flexibility to decide what level of support your organization needs.

- **Ability to select specific functions to outsource**
  Some Trust organizations may not be ready to outsource their entire back office to a third-party. By choosing Managed Services, these organizations can choose only specific functions and decide later if full-service outsourcing is the right fit for their organization.

- **Innovative ways to grow your Trust Department**
  If you need an accounting solution for your held away assets or Separately Managed Accounts, TMN can help find a solution that works for your Trust department.

- **Increased Operational Efficiency**
  If finding opportunities for improvement is something you desire, TMN's Managed Services can give the peace-of-mind needed to accomplish your organization’s goals. Put in simple terms - one of the biggest benefits of Managed Services is discovering and fixing problems before they can negatively affect your business.
Managed Services provided by TMN

Securities Processing:

Because of the unique and high level of expertise in securities processing, Trust Management Network provides a specialized and cost-effective way to outsource securities processing for your organization. Let the experts at TMN manage this function – allowing you to reallocate valuable resources within your Trust organization.

Separately Managed Account (SMA) Processing

“Shadow Posting” and “SMA” are the terms used most when describing a function of Data Aggregation for client reporting that requires a mirror posting of transactions from a system that is “Held Away” by broker / asset manager, not associated with the Omnibus Custodian accounts. SMA or Held Away accounts are not a trend, but a fact of life in the wealth management industry. Clients are asking for consolidated reporting and a holistic view of their financial information and accounts, but face difficulty in finding an efficient method to account for and process. A common challenge in this process includes reconfiguring cash accounting into Principal and Income Portfolio Accounting. Either through an interface or having to manually post, TMN Managed Services can provide a reliable proven solution to help with this process.

Consulting Services

Whether your organization needs specific platform expertise or general help with back office trust operations, TMN can guide your organization through onsite Trust operations evaluation and consulting, on-site training, and remote training. Along with our in house expertise, TMN can also connect your business with all of the available resources in our network of trusted partners.