

# BEST PRACTICE: Peer Review Case Study

*"I think the Peer Review functionality is one of the best features of the Transact Online platform."* Adviser firm using Transact

## What is Peer Review?

- Peer Review is a Transact service that allows you to add a layer of approval within your firm before a trade is submitted.
- It reduces risk and improves consistency.
- It also provides a clear audit trail of activity and aids your firm's workflow.

## Case Study – Adviser Firm profile

- Large UK adviser firm.
- 1,000+ clients.
- £200m+ on the Transact platform.

## The benefits

- *"It diversifies the work of the team. We found that only a select few individuals actually submitted the trades, but by sharing the role of the 'Peer Reviewer' it allows everyone to gain experience in how to action our advice."*, supporting skill sharing.
- Fewer mistakes are made as there is an extra person checking a trade before it gets submitted to Transact, allowing time and money to be saved as less loss calculations have to be computed and compensation paid.
- *"It allows the individual who is a little wary of doing trades on their own, to have the added security of an experienced person checking their work"*, avoiding errors and giving staff confidence.
- *"It doesn't take too much time at all and if it prevents honest mistakes; it is certainly a tool worth using."*
- *"I feel it's like a safety net for me. I believe that even the most confident and accurate person can make mistakes, especially when there is a lot of asset allocations/model portfolio rebalances to process in one day."*

## How they did it

- Since trialling Peer Review one firm has created a team devoted to carrying out trades from portfolio reviews, where each member gets to take a turn at being the 'peer reviewer.'
- For another, they now use Peer Review for all online trade submissions.
- Peer Review has helped shape their businesses, and work team structures have been altered, enhancing the confidence and skill set of employees.
- One firm commented, *"I think the functionality of Peer Reviews is good and works well for us by complementing our processes."*

## What next?

Contact your Transact Adviser Support Manager to learn more. Phone (020)7608 5350 or email [salesupport@integrafin.co.uk](mailto:salesupport@integrafin.co.uk)