



 **FAMILY OFFICE METRICS**  
presents the  
*5th OpsTech Program*

# Technology Solutions & Operations Strategy

## For The 21st Century Family Office

### WHAT ATTENDEES ARE SAYING ABOUT THE OPSTECH PROGRAM

*"It was a great conference. good information exchange, great to keep on top of technologies and hear the individual struggles of family office staff."*

Robin Smith, President & Founder  
MY FAMILY, MY WEALTH, INC.

*"They do a good job of getting firepower in the room."*

Bob Bernstein, Managing Partner  
PRISM GLOBAL ALLOCATION FUNDS

**MONDAY, NOVEMBER 13, 2006**

**THE MILLENNIUM BROADWAY HOTEL  
NEW YORK, NEW YORK**

### SPONSORED BY





## Message from the Program Leader:

We are delighted to welcome you to our 5th OpsTech Program. OpsTech programs are intimate and focused and are the only programs that deal exclusively with Family Office Technology and Operations issues. It is our goal to provide real value to our industry.

If you're making a significant investment in technology, implementing a new technology solution or operations strategy or simply need to stay current you will find this session to be of tremendous value to your Family Office.

Other programs simply cannot get to the same depth or level of detail.

Sincerely,  
Jon Carroll

*Jon Carroll is a co-founder and principal of Family Office Metrics, a consultancy that delivers strategic business advice, operations successful practices, benchmarking, and technology implementation to ultra-high net worth families and their advisors. From 1994 until its acquisition by SunTrust Banks, Inc in 2001, Jon was senior vice president and chief operating officer of the Florida-based \$1b multi-client family office AMA Holdings, Inc. and its subsidiaries, Asset Management Advisors LLC, Lighthouse Partners LLC, Teton Trust Company, and Abundance LLC.*

*A frequent public speaker and writer, Jon has contributed articles to the Journal of Wealth Management, Families in Business, Senior Consultant, Private Wealth Management, and Trusts & Estates.*

# Monday November 13, 2006



*Very informative...speakers well chosen...topics pertinent.*

Bryan Gulyas,  
PRIVATE CLIENT RESOURCES, LLC

**7:30 - 8:15**

**Breakfast and Registration**

**8:15 - 8:30**

**OPENING REMARKS FROM PROGRAM LEADER:**

**Jon Carroll**, Managing Director, FAMILY OFFICE METRICS LLC

**8:30 - 9:15**

**THE OPSTECH BENCHMARKING SURVEY UPDATE:  
Measuring Success in the 21st Century Family Office**  
***Are you able to prove the value-added of your Family Office operations to the family, the trustees, or the board of directors?***

***How do you measure the success of your Family Office?***

You can prove your value when you have comparable objective data. The OpsTech Survey measures key indicators of successful practices in the critical areas of investment management support, financial control, trust administration and regulatory compliance.

***Are you doing what you should be doing when you should be doing it?***

You'll receive the **Family Office Metrics Self-Assessment Scorecard®** during the session and be able to compare your own performance with the key indicators revealed in the survey. **Find out how you stack up against your Family Office peers.**

**PRESENTER:**

**Paul McKibben**, Director, GUGGENHEIM PARTNERS

*Take the OpsTech survey online at:  
[www.fametrics.com/surveys.html](http://www.fametrics.com/surveys.html)*

**9:15 - 10:15**

**FAMILY OFFICE EXECUTIVE ROUNDTABLE:  
Getting Systems to Talk to Each Other**

***Systems integration is the ultimate goal. How do you get there? How do you avoid wasting precious time, money and energy with less than optimal results?***

The executives on the roundtable have been through the process. They've been through the pain of major systems implementation and development. Get the benefit of their experience and perspective in a candid discussion and Q & A. This session will help you hone critical thinking about technology strategies and options and prepare you for your RFP process.

**MODERATOR:**

**Kathryn McCarthy**, Independent Consultant

**EXECUTIVE PANEL:**

**Jim Reiss**, Chief Financial Officer, CARRUTH LLC

**Michael Lenzner**, Chief Financial Officer, FISHER GROUP

**Beth Patterson**, President, WAYPOINT ADVISORS

**Jane Schank**, President and CEO, LENOX WEALTH MANAGEMENT

**10:15 - 10:30**

**THE CASE STUDY METHOD:  
Introduction and Overview**

The Family Office Metrics Case Study Method "levels the playing field" by requiring all technology solutions providers to respond to the same set of questions concerning a fictional multi-generational family office. The case study method filters out the sales pitch and addresses the two most important issues facing a family office: how to get the best information to decision makers fast, and how to communicate accurate results to family members.



**To Register: Email [register@fametrics.com](mailto:register@fametrics.com) • Call (212) 872-9643 • [www.fametrics.com](http://www.fametrics.com)**

**We've assembled the leading technology solutions providers in the industry in a unique format that gives you an objective overview of technology solutions, and gives it to you all in one day.**

You simply won't find this line-up anywhere else. In one day you'll know what's out there and what solution is the right one for your family office.

**PRESENTER:**

**Elaine Spang**, Principal, FAMILY OFFICE METRICS LLC

**10:30-10:45**

*Networking Break*

**10:45-12:40**

**TECHNOLOGY SOLUTIONS CASE STUDY: Solutions Showcase**

**MODERATORS:**

**Hugh Bagatelle, Jon Carroll, and Elaine Spang**

FAMILY OFFICE METRICS LLC

CONCURRENT PRESENTATIONS			
10:45-11:40	Tech Provider	Tech Provider	Tech Provider
11:45-12:40	Tech Provider	Tech Provider	Tech Provider

**PRESENTED BY:**

US TRUST, IWS (ROCKIT), MELLON PRIVATE BANK, FIDELITY FAMILY OFFICE SERVICES, ADVENT, PRIVATE CLIENT RESOURCES, FINANCIAL NAVIGATOR, WEALTHTOUCH. ZEPHYR ASSOCIATES, NORTHERN TRUST

**12:45-2:00**

*Luncheon*

**2:05-4:00**

**TECHNOLOGY SOLUTIONS CASE STUDY: Solutions Showcase**

**MODERATORS:**

**Hugh Bagatelle, Jon Carroll, and Elaine Spang**

FAMILY OFFICE METRICS LLC

CONCURRENT PRESENTATIONS			
2:05-3:00	Tech Provider	Tech Provider	Tech Provider
3:05-4:00	Tech Provider	Tech Provider	Tech Provider

**PRESENTED BY:**

US TRUST, IWS (ROCKIT), MELLON PRIVATE BANK, FIDELITY FAMILY OFFICE SERVICES, ADVENT, PRIVATE CLIENT RESOURCES, FINANCIAL NAVIGATOR, WEALTHTOUCH. ZEPHYR ASSOCIATES, NORTHERN TRUST

**4:00-4:15**

*Networking Break*

**4:15-4:45**

**"BEST OF THE BEST":**

**Attendee Feedback and Wrap-up**

Participants and moderators share their thoughts on the Family Office Metrics Case Study showcase presentations to highlight the best of the technology solutions.



**5:00-6:00**

**Cocktail Reception**  
featuring a live jazz ensemble

**TECHNOLOGY SOLUTIONS & OPERATIONS STRATEGY REGISTRATION DETAILS**

**WHO SHOULD ATTEND:**

Family Office Metrics OpsTech events are specifically designed for Single and Multi-family Office Executives, including Chief Executive Officers, Chief Information Officers, Chief Financial Officers, Chief Technology Officers and Tax and Accounting Specialists, Family Business Owners and Ultra High Net Worth Individuals.

Admission to the program is at the discretion of the Program Director.

**ALL SESSIONS WILL BE HELD AT THE Millennium Broadway Hotel New York**

**Address:** 145 West 44th Street,  
New York, USA 10036

**Phone:** 212 768.4400

**Fax:** 212 768.0847

**CANCELLATION POLICY**

Written notification of cancellation must be received no later than 30 days prior to the program date to receive a refund, less a \$250 registration fee. Registrants canceling after that date forfeit the entire program fee. You may designate a substitute attendee with the approval of the Program Director.

**5 EASY WAYS TO REGISTER**

**Phone:** 212-872-9643

**Online:** www.fametrics.com

**Fax:** 212-758-4020

**Mail:** Family Office Metrics

**Email:** register@fametrics.com

485 Madison Avenue, 19th Floor  
New York, NY 10022

**PERSONAL DETAILS** (Please photocopy this form for additional delegates)

First Name/Last Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

Zip \_\_\_\_\_ Country \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

**REGISTRATION FEES** for the conference are as follows:

	Before 9/29	Before 10/27	After 10/27
CONFERENCE	\$995	\$1095	\$1195

**PAYMENT DETAILS**

Please find check enclosed (make payable to Family Office Metrics, LLC)

Please charge my credit card:  MasterCard  Visa  Discover  Amex

Card Number \_\_\_\_\_

Card Verification Check \_\_\_\_\_ (last 3/4 digits printed on signature strip of card)

Exp. Date: \_\_\_\_\_ Issue No. (Debit cards only) \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

To Register: Email register@fametrics.com • Call (212) 872-9643 • www.fametrics.com



presents the  
*5th OpsTech  
Program*

*"Family Office Metrics put on a great event, and I found it to be extremely useful and insightful. The intimate setting provided an opportunity for candid, high-quality conversations."*

Mark Wickersham, Director, Product Management for  
FIDELITY FAMILY OFFICE SERVICES

*"What Family Office Metrics does is pretty unique; they're intimate, focused, and keep on message."*

David C Albright, The Wealth Management Group  
NORTHERN TRUST COMPANY

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