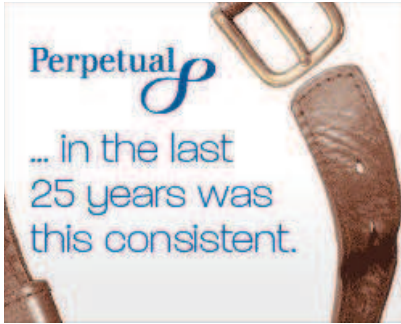


Coin endorsed by planners

Zoe Fielding

Coin Software was the top ranking financial planning software and IWL's VisiPlan had the fastest rate of enhancement in 2005, according to an independent competitive report into the planning software industry.



The report rated Coin number one for planning software for the second consecutive year.

Coin managing director Tony Graham said the functionality of the software, which was purchased earlier this year by Macquarie Adviser Services, had continued to develop over the past 12 months.

"We believe that the new functionality that we will be introducing during the next 12 months will help us maintain that market leading position," he said.

Graham said a risk comparison module, stronger integration with selected platforms, and customer relationship management enhancements would be key features of the enhancements.

The competitive analysis report for 2005, which was conducted by Investment Trends, found VisiPlan had a rate of enhancement more than three times the industry average.

EGM Advisory Software Solutions' Phillip Thomas, representing IWL, said the company had invested between \$7 million and \$9 million into financial advisory software during the last financial year, with VisiPlan 7.2 due for release in early 2006.

"This release of VisiPlan marks the final stages of the integration of functionality from BizmaX, the practice management software acquired by IWL in 2003," he said.

Thomas said the improvements had attracted new uses, with 10 per cent more VisiPlan licenses issued in 2005 than in the previous year.

17 November 2005

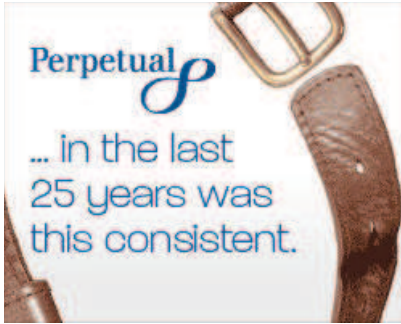
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Client confidence in planners increasing

Larissa Tuohy

Clients of financial planners are investing more of their assets according to their planner's recommendations, with 88 per cent rating the overall quality of the service they receive as good or very good, according to a new *Investment Trends* report commissioned by [Credit Suisse Asset Management](#) (CSAM).



The research is based on the responses of over 600 clients of eight dealer groups, and shows that the average client invests 70 per cent of their portfolio according to their adviser's recommendations – up from 64 per cent in 2004.

Trust continues to be the most important factor in planner selection, followed by an understanding of the individual's goals and a good reputation.

Pricing is seen as the most important attribute by less than 10 per cent of individuals.

The research also found that over 70 per cent of consumers who switched super funds following the introduction of choice did so in response to their planner's recommendation.

CSAM's head of retail Chris Larsen said that, typically, advisers have been reluctant to offer advice relating to super switching. "But if they want to get into this business, the thing that shouldn't frighten them off is that their clients are going to have this notional desire to stay with an industry super fund.

"Because clients are saying it's not about returns, it's not about fees, it's more about the fact that I trust my financial planner and I'm prepared to go with their recommendations."

Retirement income needs are also changing, according to the analysis. The survey found that 70 per cent of respondents felt it was more important to have a good lifestyle, with only 12 per cent wishing to preserve their wealth for future generations.

According to Larsen, this could lead to a huge uptake in reverse mortgage type products.

Larsen said: "It's not for us to have a view on it, but quite honestly if the products are structured right we think they are probably good investments for a lot of people . . . and when it plays out, that will be a massive boon for the financial services industry, because if that money comes out of a home it could go into super, or an allocated pension."

9 December 2005

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