

# Elevating the Client Experience with LPL OCIO Services

## A Case Study

### Angela Fischer

Roberts, Ring & Fischer Wealth Management, Inc., President and Chief Wealth Manager

Angela Fischer, joined forces with LPL OCIO Services believing the team could help in a few areas. They did, plus a whole lot more.

### The Challenge

Angela faced several critical challenges in her advisory practice:

#### Prospect Expectations

High-net-worth (HNW) prospects expected the presence of a dedicated research expert during meetings, which Angela couldn't consistently provide.

#### Time Constraints

Research demands consumed valuable time, limiting Angela's availability for client engagement.

#### Lost Opportunities

The lack of specialized support led to missed opportunities with HNW clients.

#### Service Impact

Reduced client-facing time weakened the overall service experience.

Angela sought a solution that would enable her to maintain credibility with sophisticated investors, reclaim time for client relationships, and enhance her firm's marketability.

“



It's opened time up. Not only can we find those prospects and get that first meeting, current clients refer to us a boutique firm because we've elevated our level of service.

— Angela Fischer, Roberts, Ring & Fischer Wealth Management, Inc.

”

## LPL BUSINESS SOLUTIONS

### Outsourced Chief Investment Officer

#### The Solution: Partnering with LPL OCIO Services

Angela engaged LPL's Outsourced Chief Investment Officer (OCIO) Services to address these pain points. The partnership delivered far more than expected:

##### Collaborative Support

- CIO participation in prospect and client meetings
- Backing from LPL Research and OCIO team
- Regular investment reviews to maintain alignment

##### Investment Policy & Governance

- Tailored documentation and philosophy development
- Compliance management support

##### Advanced Research Capabilities

- Customized model portfolios
- Sophisticated analytical tools
- Forward-looking market guidance
- Competitive fund cost analysis

##### Enhanced Firm Marketability

- Credibility through LPL's robust research team
- Preapproved, customized investor content
- Elevated client experience

#### The Results

Since partnering with LPL OCIO Services, Angela has seen a transformation in her business. Angela now has more time to focus on client relationships and business growth, while her firm benefits from the credibility and expertise of a dedicated investment team.

**Get Started Today.** Contact your LPL Relationship Manager to learn more.

The views and opinions expressed by the LPL Financial Advisor(s) may not be representative of the views of other Financial Advisors and are not indicative of future performance or success. Roberts, Ring & Fischer Wealth Management, Inc. and LPL Financial are separate entities.