canoe
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CANOE CONNECT

Automated Alternatives Document Collection

AS INVESTMENT INTO ALTERNATIVES CONTINUES TO INCREASE, so does the operational burden associated with collecting alternative investment documents from multiple sources. If you are manually retrieving documents from multiple portals, email inboxes, and other sources today, there is a much more efficient way. With Canoe Connect, you can completely automate the manual aspects of this process, and access your investment documents directly in Canoe.

94%

ROI ON TIME SPENT COLLECTING DOCUMENTS

On average, clients are experiencing a 94% reduction in time spent on document collection from 18 hours to 1 hour per month.

TASKS	BEFORE CONNECT*	WITH CONNECT
Prep for document collection tasks	60 mins	Automated
Managing passwords and login issues	250 mins	Automated
Accessing correct URLs and logging in to portals	500 mins	Automated
Retrieving documents from portals and other sources	200 mins	Automated
Overseeing internal review processes	60 mins	60 mins
TOTAL TIME SPENT	**18 hours**	**1 hour**

94% ROI-TIME SAVINGS!

*Assumptions and Calculations: A typical client with 50 portal logins to manage spends 60 minutes preparing each month, 5 minutes per portal managing passwords, 5 minutes per portal logging in twice a month, 2 minutes retrieving documents twice a month, and 1 minute per portal tracking documents internally. The ROI experienced from implementing Canoe Connect is variable based on the number of portal logins, number of documents collected and frequency of reporting.

How Does Canoe Connect Work?

CANOE CONNECT APPLIES MULTIPLE METHODS TO AUTOMATICALLY COLLECT DOCUMENTS FROM PORTALS and email inboxes and delivers the collected documents to Canoe for immediate use. By leveraging multiple collection methods, your team is empowered with a scalable and reliable process for document collection and management. With Canoe Connect, you'll never miss an important alternatives document again.

DIRECT API
Utilizing API connectivity, Canoe interfaces directly with investor portals to programmatically pull documents into Canoe.
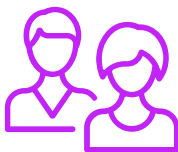
DOCUMENT STORES
Using Amazon S3, you can drop files into the respective document store and have them flow directly into Canoe.

ENHANCED RPA
When API connectivity isn't available, Canoe utilizes Robotic Process Automation (RPA) via Python scripts to access portals and download documents on your behalf.

HUMAN-IN -THE-LOOP
For portals with limited programmatic collection capabilities, Canoe applies technology- driven human-in-the- loop (HITL) processes to collect documents.

"Since implementing Canoe, I have seen a drastic reduction in the time I have to spend validating data, collecting documents, and extracting the data for various performance and risk reporting needs. **What used to take our team days to produce some of these reports now takes minutes.**"

CHIEF INVESTMENT OFFICER,
Head of Technology, XO Capital LLC

Getting Started

Automate your alternatives document collection in four simple steps.

1

Canoe sets up a client-specific Connect email address to log in to your firm's portals. This process supports 2FA verification through email and text message.

2

Client provides details and contact information for all in-scope portals. Canoe initiates outreach to each portal manager to request access for Canoe through the email address created. Canoe will copy a preferred client contact on those outreach emails. Canoe will be responsible for sending the initial request and two follow-ups for any unresponsive managers.

3

Canoe gains access to each portal and directly connects to Intralinks and other leading portals.

4

Canoe begins receiving notification emails and performing daily or intra-day checks** to collect documents as they are available.

**When funds notify Canoe of time-sensitive documents via email, those documents will be available in Canoe within 24-48 hours. Documents from Investor Portals that do not send email notifications are collected on a weekly basis. Finally, any portals that do not send email notifications over the course of a month are swept on a monthly basis for any fund-level documents.

Frequently Asked Questions

What is the client responsible for in the portal access outreach process?

▶ Client is responsible for:
- Providing additional information to managers as needed if details aren't known by Canoe
- Facilitating the execution of authorization forms as required by the manager/portal admin
- Following up with any unresponsive managers/portal admins if there has been no response to Canoe's initial request and two subsequent follow-ups

What should I do to get Canoe access to new investments made during the implementation process and on a go-forward basis?

▶ To give Canoe access to any new investments made during the implementation, you can add Canoe on the Interested Party form when subscribing for the fund with the Canoe Connect email address provided by your implementation team.

Will managers or portal admins require letters of authorization (LOAs) from our clients?

▶ Occasionally, a manager or portal admin will ask for LOAs prior to granting Canoe access. While we can't predict which managers will have that requirement, we do have sample language to leverage when manager pushback does occur. If LOAs are required, Canoe will consolidate all LOAs that are required throughout the onboarding process so this is easiest for you to coordinate in bulk.

Can Canoe use our existing credentials for a portal?

▶ No, Canoe does not support the use of client-owned credentials. The Canoe Connect process requires Canoe to have its own logins to navigate all Multi-Factor Authentication portals and reset expired credentials. This will allow you to step away from login management tasks and automate the collection of documents.