

Glacier IdeasLab 2023 – A summary of the webinar

In his welcome address at the [Glacier IdeasLab 2023 webinar](#), Werner Lotriet, Executive Head of Business Development at Glacier by Sanlam, reflected on the original purpose of IdeasLab – a platform created where the exchange of ideas and adding value to intermediaries' knowledge and insights are of paramount importance in moving our business and industry forward. Critical problem-solving, digital modernisation, collaboration, and gearing the intermediary's practice for an unknown tomorrow, are some of the themes that the Glacier IdeasLab 2023's line-up of exceptional presenters, would unpack.

Khanyi Nzukuma, Chief Executive at Glacier by Sanlam, emphasised the critical importance of Glacier's value proposition remaining relevant to intermediaries. Despite profound challenges in the local and global operating environment, Glacier is committed to finding ways to add to its value proposition and strengthen partnerships with its stakeholders. Key transactions, tech modernisation, embracing changes in legislation and finding the opportunities in global trends, are to name a few.

[Khanyi Nzukuma - Glacier by Sanlam.pdf](#)

In their joint presentation, James Frew, Divisional Director of Advanced Analytics & Data Science at SJP Wealth, and Phil Cardin, Director of Digital Technical Innovation at SS&C, shared their insights on how future-fit technology meets the needs of intermediaries in offering holistic advice. SS&C is Glacier's partner in designing the platform of the future, which will enable tech for service as well as tech for experience.

[James Frew - SJP Wealth & Phil Cardin - SS&C.pdf](#)

How does technology enable advisers in the UK, especially in the context of the ban on commission? Richard Bradley, Director of Research at Plaforum, shed some light on how tech is helping advisers to build their value proposition and incorporate best-of-breed tools for holistic advice.

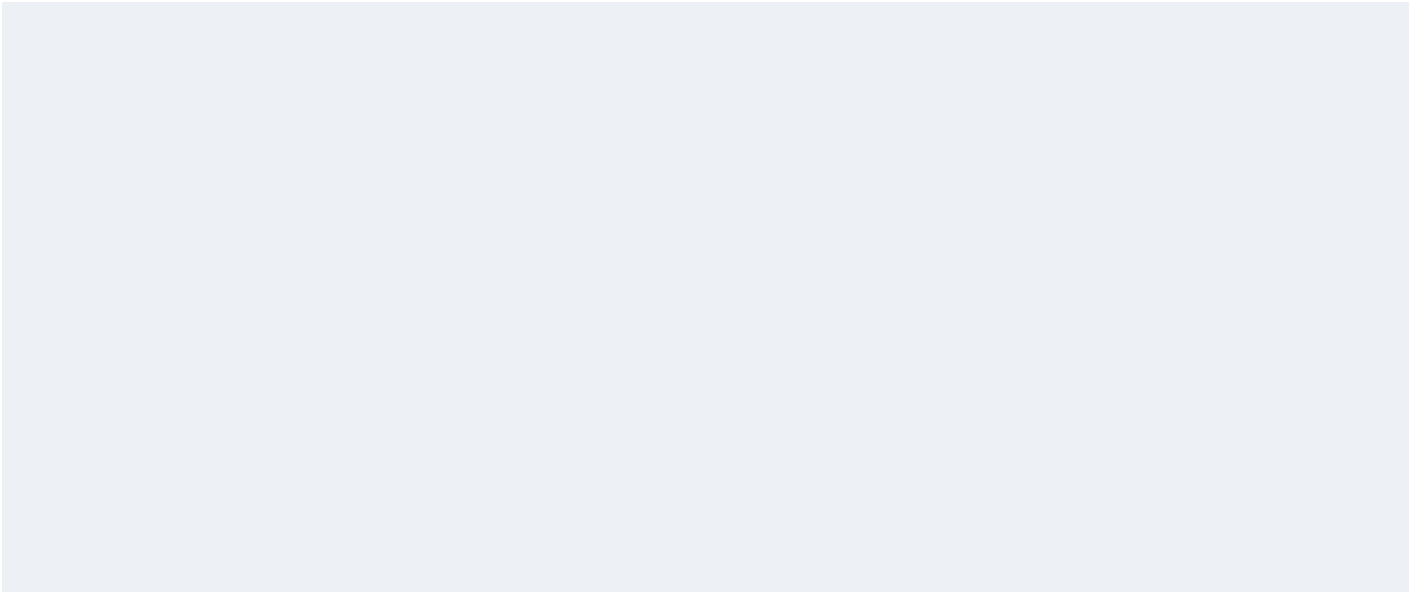
[Richard Bradley - Plaforum.pdf](#)

“Clients’ needs are changing because technology allows them to achieve what previously seemed impossible”. In his keynote address, digital transformation expert, Stafford Masie, noted that 75% of internet traffic is an outcome of people uploading content. Moving forward, consumers will be hyper-informed with completely different requirements than what they have today, regarding how business engages with them. AI is not the future, it’s here now, and here to stay.

“One platform that will support us in all of our business objectives – that was our vision, and the reason we selected SS&C to partner with us to make this a reality.” But what are the intermediary’s challenges that a new platform can help solve? What does an investment platform of the future look like and how will it enhance the intermediary’s practice and experience in providing holistic advice and portfolio design? How do we build this platform, and while doing so, ensure that current business operations remain smooth, successful and world-class? The panel discussion, hosted by Werner Lotriet, Executive Head of Business Development at Glacier, centred on what it takes to build a new investment platform that provides tech for service as well as tech for experience. Weighing in on the discussion were Glacier Exco members, Johann de Wet (COO), Gudani Mukatuni (CIO) and Ignatius Hagglund (Executive Head of Strategic Partnerships & CFO) who were joined by Johann Steyn, Certified Financial Planner® at Rainmaker Bluestar.

Watch the webinar recording

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