



## Nick's Corner



### Malcolm Gladwell on the 1 Biggest Problem Every Successful Person Faces

Malcolm Gladwell has a way of putting something into words, something that you had never really thought about and definitely never articulated yourself -- but once you hear it, deep inside realize you've always known... and instantly recognize as true.

Here's a great example. On Lance Armstrong's, The Forward podcast (I recently wrote about Lance and what is next for him), Lance and Malcolm were talking about triathlons, and how difficult it is to perform at an extremely high level at three very different -- and physically conflicting -- pursuits.

Gladwell immediately made the connection between triathletes (and decathletes) and **entrepreneurs**: "If you're the CEO of a company, or an entrepreneur starting a company, *you cannot optimize for any one attribute*. The minute you do that, you compromise your ability to perform at a high level in another area.

"The job of running a complex organization or starting a business is all about four or five different things that have nothing in common. So being a good manager, and optimizing the performance of any aspect of your company, is often at odds... being a good manager means saying to your employees, 'You do it. You take responsibility,' even though, by definition, they're not as good at it as you are.

"My editor at the New Yorker magazine, David Remnick, is a better writer than 95% of the people who work for him. He's constantly in this portion of having to accept articles that are not as good as the ones he would write himself. If he were to be completely honest and say, 'I can't accept this,' he wouldn't have a magazine.

"That's the triathlon problem. At a certain point I have to say, 'I can't optimize for being an amazing runner because I have to worry about swimming or cycling.'"

That's the same problem you face every day. Pay too much attention to any one aspect of your job and other aspects suffer. Work too hard on one area of your business and other areas suffer.

That's why being an entrepreneur is so hard... and why being a successful entrepreneur is so rewarding. That's why being incredibly successful at anything is so hard.

So take a second and congratulate yourself -- because every day you manage to pull off the nearly impossible.

Jeff Haden/Oct 13, 2016



## Client Services

### Our Year in Summary...

<ul style="list-style-type: none"> <li>▪ R683 Billion Traded</li> <li>▪ 51 Client Visits</li> <li>▪ 10,101 Resolved Client Queries</li> <li>▪ 43 New Functional Enhancements</li> <li>▪ 12 New Clients</li> </ul>	<ul style="list-style-type: none"> <li>▪ Office Move</li> <li>▪ Moved to Real Time Processing</li> <li>▪ Reached 1 Million Average Trades</li> <li>▪ Application Infrastructure Move</li> </ul>
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As this is our last newsletter for the year, I think it is only fitting to thank everyone for their support, input and ideas throughout 2016, you all helped us make the above possible! Thank you!

### The Year to Come...

After three years of our fees remaining constant. We will be implementing a 3% fee increase in 2017. Official communication will be sent with the 2017 invoices.

Best Wishes  
Tasneem Gydien  
Client Relationship Manager

## News from the Application Desk

### The Year that Was...

We look back and are at times surprised how much we have achieved this year. If you have missed it, here are some of the eye-catchers we developed over the course of this year.

- Transfer Transaction Process
- Mandatory Holding Balances
- Modification of TER's
- The Addition of a Client Operational Dashboard
- The option of "Full Disinvestment" in the Transaction File
- Removal of QuickFile to Real Time Processing

### The Year to Come...

We have a host of wish list development ready for next year and are particularly thrilled about the collaboration with Calastone.

Transaction providers, will soon have access to more than 1,000 customers in 29 countries and cross border transactions via the Calastone interface. An exciting 2017 to look forward to.

Best Wishes  
Ismail Allie  
Head: Development