



Wealth  
Management



Business Process  
Outsourcing



Administrative  
Processing

enlighten   
operational excellence

## CASE STUDY

### Mutual Fund Transaction Processing

Increase in  
productivity of  
**97%**

How we helped US headquartered mutual fund customer service organization to keep quality high and optimize capacity across on-shore and off-shore operations - 85% efficiency gain in 20-week pilot program and 107% efficiency gain overall for 700 FTE operations 18 months post-launch

#### Overview

Client is a leading provider of strategic advisory and operations outsourcing to the financial and healthcare industries. They are headquartered in the US with 13,000 employees and \$2.8B in annual revenue. The corporate family includes numerous divisions, subsidiaries and joint-ventures.

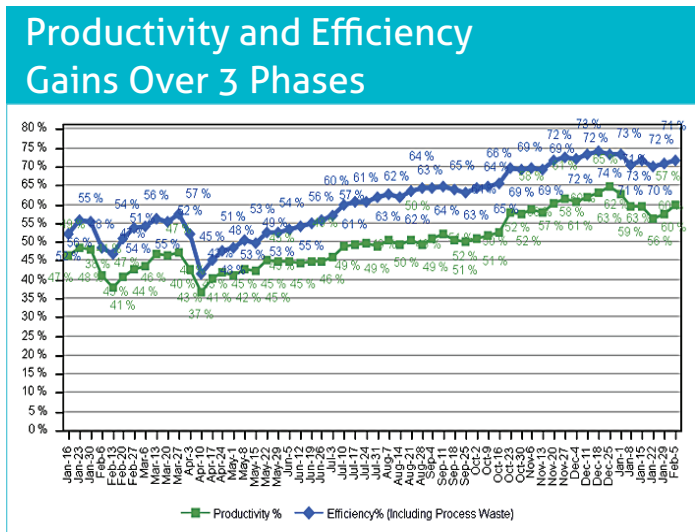
*Challenge:* Needed to reduce costs to compete effectively while maintaining high service levels to deliver maximum value to clients.

#### Goals

- Gain flexibility in capacity to utilize resources where most needed
- Maintain high levels of service and employee engagement
- Drive efficiencies and reduce costs
- Improve communication and cross-skilling across departments
- Create a performance driven culture in which everything is measured and continually improved

## The Program

- Pilot project involved 195 FTE across 12 teams in 2 departments based in a single US location. The departments performed back-office processing services for Mutual Fund & Alternative Investments. The initial program was a 20-week implementation program running August-December 2014.
- By Mid-October 2014 results were compelling and the client expanded the program to cover a total of 700 FTE across call center, back-office processing, and support operations, including off-shore teams based in India.



## Results

- In 20-week pilot program across 195 FTE:
  - ◆ Increased productivity by 71%
  - ◆ Increase in efficiency by 85%
  - ◆ Capacity realization of 24%
  - ◆ Increased value-add work output by 35%
  - ◆ Increased hours of training by 50%
  - ◆ Annualized savings in 20 weeks: \$1.34M
  - ◆ Annualized ROI by 20 weeks: 2.5 : 1
- Across the expanded program covering 700 FTE 18 months into the three-phase implementation:
  - ◆ Increased efficiency by 107%
  - ◆ Increased productivity by 97%
  - ◆ Employee’s who say they think of their work as “more than just a job” + 10 pts
  - ◆ Reduced backlog by 61%
  - ◆ Reduced overtime by more than 60%
  - ◆ Overall ROI of \$4.70 for every \$1 invested