



Wealth  
Management



Business Process  
Outsourcing



Administrative  
Processing

**enlighten**   
operational excellence

## CASE STUDY

# Retirement Administration

How we helped a leading superannuation provider to realign its commitment to clients and empower its people - 5 phase program that steadily improved daily output per FTE while simultaneously improving employee engagement and morale.

Realized an  
annualized  
benefit of  
**35%**

### Overview

Client is one of Australia's leading providers of superannuation administration services

Challenge: Client needed visibility in its operations to improve service to clients and compete effectively within the financial services industry.

The program was designed as a five-phase process. The first two phases focusing on operations (Public & Private Sectors), the third focusing on the call center and phases four & five focusing on projects and IT.

### Goals

- Decrease paid & un-paid overtime
- Reduce staff—including permanents, contractors & vendors
- Improve daily outputs
- Shrink costs & avoid over-staffing
- Reinvest capacity through cross training

## The Program

- Executed throughout a 5 phase process, covering 600 FTE
- Established ideal processing times for teams to work towards
- Implemented tracking to capture errors, non-value add activities, skill levels and waste – all within the Enlighten Software™
- Integrated regular, structured training sessions plus continuous one-on-one coaching for managers
- Identified process improvement opportunities to be implemented within the scope of the project

## Results

- Realized an annualized benefit of \$3.7 million by phase 1
- Realized an annualized benefit of \$14.5 million over the 5 phases
- Diminished costs by 35%
- Increased capacity by 50%
- Increased daily outputs from 4,285 hours to 6,157 hours
- Improved performance from 61% to 82% over 24 weeks
- Continued to boost culture/staff survey results throughout the duration of the project
- Annualized ROI of 3.39:1 achieved by project completion

