



VISIBILITY IS KEY TO HIGH PERFORMANCE:

How we helped a global investment management firm see the light

A large global banking and brokerage firm with branches across the US, UK and SA was experiencing a productivity performance deficit across its operations due to false estimations of their productivity levels. This problem was impacting several key areas, from employee performance and engagement, to customer satisfaction.

Lighting the way

Enlighten® partnered with the company to implement accurate productivity standards and performance metrics, with the goal to realize a 30% uplift in productivity while improving customer satisfaction and employee engagement.

Exceeding expectations

Together with Enlighten®, the client was able to achieve the following within six months:

Increased Throughput	Culture Improvement	Service Improvement	Increased Profitability
 <p>Increased productivity by 45% within six months of commencement.</p> <p>Client was able to absorb a 33% spike in volumes while slashing overtime and lowering headcount (12% to date).</p>	 <p>Staff engagement improved by 25%. Teams embraced data-driven decision-making.</p> <p>Active management behaviors with planning and forecasting.</p>	 <p>Quality and consumer satisfaction levels improved.</p> <p>Backlog reduced by 75%. All departments now have same day processing (previously 5 day).</p> <p>Continued SLA performance.</p>	 <p>Break-even within six months of commencement of project.</p> <p>Annualized year 1 ROI of \$3.2:1 achieved by project completion, year 2+ ROI projected at 16:1.</p>

Phase one of the Enlighten® project officially hit the break- even point after six months, with a total annualized program benefit of \$6.3 million.



We are delighted with the Enlighten program which has enabled our business to absorb a significant growth in volume, whilst improving service, quality and engagement, along side a significant reduction in cost. Today, the Enlighten solution is a cornerstone in how we manage our business and is utilized through all our operational sites.



Client



Overcoming rising challenges

Prior to working with Enlighten®, the company was unable to accurately quantify the performance of their teams, resulting in false estimations of employee productivity levels. The client was also experiencing high staff turnover. The challenge was to drive customer satisfaction and reduce operating costs, improve employee engagement and stabilize employee retention.



Shining the way for enhanced productivity

Enlighten® provided a targeted approach to address the inaccuracy of the company's productivity measurement. Enlighten® re-baselined standards for all activities performed by the client's various teams, allowing managers to identify capacity, and have daily visibility into both individual and team performance.

Using the Enlighten® scheduling module, teams started addressing lulls in the work day and work week. Teams were then able to assign more work during the slower periods of the day and week; loan resources to other teams; and complete required training and project tasks to budget and on time.

Individual and team performance is now being communicated at all levels. Employees can measure performance against their peers on a daily/weekly basis. A rigorous approach to planning is a part of everyone's day. The company now has a more proactive approach to managing workloads and employee development.



**VISION FOR THE
FUTURE**

Visibility empowers. When you can see what is happening, you know what to address, what to act on and what to do to enhance performance and productivity.