

# Case Study – Financial Services

An outsource supplier of Financial Services wished to reduce operating costs in one of their divisions.

We defined and analysed every single process performed by the area and implemented a bespoke Productivity Model that measured the performance of Efficiency and Productivity of the staff.

We established a baseline for all processes and set about eliminating non value-adding tasks, handoffs and changing processes to be more efficient.

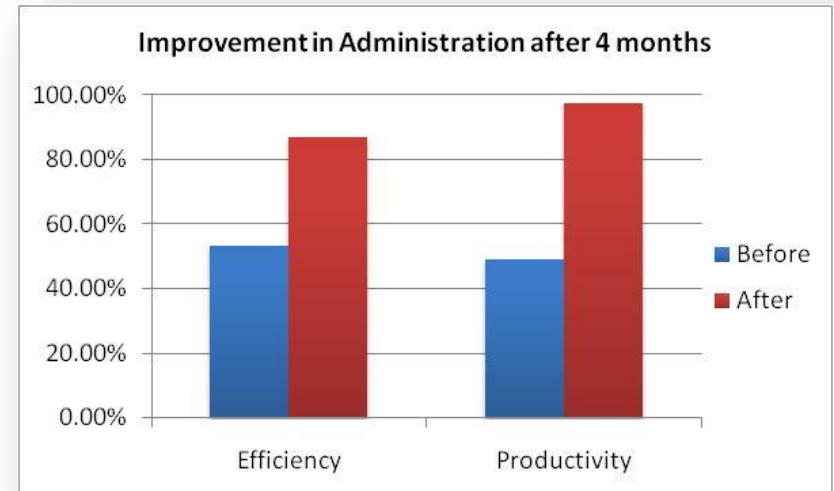
We then measured staffs performance against the baseline and worked closely with the management team to teach them how to manage poor performance.

The result was a massive increase in both Efficiency and Productivity allowing the Operation to significantly lower their FTE.

**Efficiency lifted from 53% to 87%**

**Productivity lifted from 49% to 97%**

Ultimately, the client achieved a decrease in staffing levels to the order of 49%. Our work represented a 700% return on investment for the client.



With an efficiency level of around 53% this company required nearly double the amount of people it needed to complete the work when accounting for Holidays, Sickness, Training, Meetings, Breaks & Downtime etc. Increasing this to 87% reduced the staffing requirement dramatically.

Productivity was not being measured. In fact, staff performance was not measured at all. When we began recording productivity (the percentage of real work being completed) we already saw an increase in the amount of work being completed even with the poor result of 49%! Increasing this to 97% literally doubled the volume of processes being completed by each staff member.

