



Wealth
Management



Business Process
Outsourcing



Administrative
Processing

enlighten 
operational excellence

CASE STUDY

Retirement Solutions

How we helped a leading US provider of record-keeping services to grow capacity for new clients with minimal growth in FTE - 24.8% efficiency Gain in 20 weeks.

Overall efficiency
improvement of
24.8%

Overview

Client is a leading US provider for shareholder recordkeeping, intermediary and investor services, and regulatory compliance

Challenge: Inability to maintain service levels from recent growth at existing productivity levels

Goals

- Grow capacity within retirement solutions area
- Drop utilization while maintaining service levels
- Introduce consistent, daily management reporting
- Maintain & improve quality & customer satisfaction
- Enable capacity forecasting, planning and cross-training to support 6 month service improvement and absorption of additional client business

The Program

- Pilot project covering 166 FTE, running January to June, 2016
- 4 departments- including 9 functional areas
- Established ideal processing times for team activities
- Implemented tracking to capture errors, non-value add activities, skill levels & waste
- Introduce active management procedures along with planning, forecasting & continuous improvement behaviors
- Implemented cross-training

Results

- Identified potential benefit of \$2.36 million
- Overall efficiency improvement of 24.88%
- Utilization decrease by 8.39% (13 FTE equivalent)
- Focus resources on training for new client and project work for new client with compliance
- Reduced Backlog by 14%, allowing for improvement in service levels across all clients
- Annualized ROI of 3.39:1 achieved by project completion

