

SOLUTIONS TO REALIGN: HOW A SUPERANNUATION LEADER TOOK CONTROL AND GAINED VISIBILITY

A leading provider of superannuation administration services needed a new business methodology that would provide clear direction for improving efficiency, as well as empowering its employees and customers.

Scope for improvement

Enlighten® thoroughly assessed every business to first understand what areas require attention. Enlighten implemented a unique methodology that was undertaken in a five-phase program, spanning the public and private sectors of operations, call centres, and project and IT areas.

Unleashing true potential

Together with Enlighten, the client was able to achieve the following over the **five**-phase program:





Solution-orientated mentality

Prior to engaging Enlighten's expertise, the client was struggling to effectively manage its internal systems. As a result, there were many inefficiencies and staff satisfaction was lagging. With a lack of visibility around direction, there was significant scope to implement process improvement opportunities.

Enlighten transforms business, empowers people

Enlighten undertook a targeted yet multi-faceted approach to deliver on the company's objectives. Enlighten's five-phase operational excellence program for the company involved the implementation of software, management methodologies and behaviours. Enlighten was able to effectively critique existing management systems to identify where capability could be improved. Enlighten also established ideal processing times for teams to work towards, with the visible performance targets enabling staff to have the right feedback to increase

performance and experience increased satisfaction. The Enlighten software program was a key standout that delivered wide-ranging benefits. For example, the software tracking helped to capture errors, non-value add activities and also identify waste. Regular, structured training sessions, plus continuous one-on-one coaching for managers, significantly empowered the company's employees which had positive effects on company culture.

With these tools and knowledge, the company has been able to improve its internal processes which has given employees enhanced visibility of workloads and direction. The company's culture has been elevated while output levels have risen. With Enlighten's help, the company has been able to enhance employee satisfaction along with productivity while achieving notable cost savings that are earmarked for reinvestment purposes.