

INFORMED DECISIONS: HOW INCREASING VISIBILITY HELPED A GLOBAL FINANCIAL SERVICES FIRM DRIVE PRODUCTIVITY AND EMPLOYEE SATISFACTION

A leading provider of financial services was looking to realise a 30 percent increase in productivity levels while improving customer satisfaction and staff engagement.

Solution-focused

Enlighten® partnered with the company to overhaul the company's outdated reporting model and enhance employee engagement.

Driving tangible results

Together with Enlighten, the client was able to achieve the following within **four** months:



Tackling the challenge head on

Prior to working with Enlighten, the company was experiencing high employee attrition rates and sluggish productivity. The company had an outdated productivity reporting model and turned to Enlighten to achieve a 30 percent lift in productivity.



Tailored solutions drive results

Enlighten provided a tailored and targeted approach to the client's employee satisfaction and productivity challenges. Through the use of Enlighten's intra-day scheduler, managers were able to clearly identify where there was capacity in their teams throughout the day, enabling them to make informed decisions on whether to process same day work against their 1-day service level, or use the time for upskilling team members. Employee satisfaction jumped from 3.88 out of 5 in the first survey to 4.01 out of five in the second survey. The team now meet daily to review results and plan ahead, while great performance is also recognised on a daily basis. The company achieved a productivity uplift of 51.4, from a base of 20.8 percent to 31.5 percent by the end of the implementation. This was achieved through increasing the output of each LE/FTE by 37.4 percent, equating to 91 FTE of absorbed workload, as well as a reduction of 15 FTE due to attrition. This also allowed the department to move to same day processing, against a service level of 24hrs, through their peak volume period in tax season.