

# MAXIMISING EFFICIENCY: HOW ENLIGHTEN'S SOLUTIONS ESTABLISHED A CULTURE OF EXCELLENCE

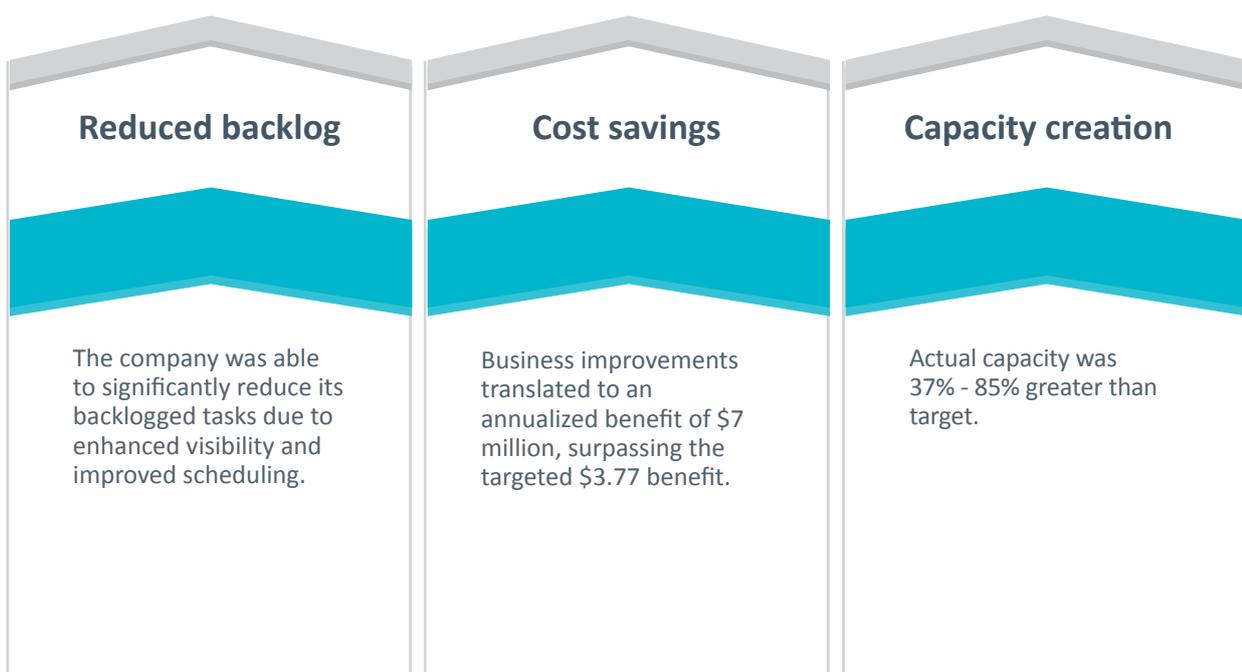
A large-scale risk management and information services firm wanted to instil a performance-driven culture whereby everything is measured and continually improved.

## Analysing state of play

Enlighten® partnered with the company to enhance employee performance while concurrently driving operational efficiencies. Establishing a consistent performance management methodology across all geographical sites and identifying waste resulted in increased efficiencies and capacity creation.

## Empowering results

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





### Pinpointing problem areas

Prior to working with Enlighten, the company lacked a consistent performance management methodology and there was reduced visibility around performance. The company was driven to add new capabilities to win, deliver and support value added services but was lacking the ability and know-how to achieve next-level success.

### Driving measurable results

Enlighten provided a tailored and targeted approach to address the client's business issues and to help the firm achieve its performance targets, drive efficiencies and reduce cost. The firm implemented Enlighten's software across Information Services, Assurance Services, Finance and Compliance in ten sites across Australia, North America, Canada and UK.

The company was able to gain improved visibility to better track business metrics through the adequate identification of waste as well as real-time analysis of current workloads and potential capacity. The collection of historical data enabled the management team to build accurate forecasts for short and long-term planning. Moreover, a consistent performance management methodology created a performance-driven culture which was focused on continual improvement.

Enlighten's management training tools assisted managers improve their focus on proactive workload management and planning, thereby reducing backlogs and decreasing turnaround time. As well as instilling a culture of operational excellence, Enlighten's solutions delivered an annualised benefit \$7 million.