

Sourcing Services to Improve Performance and Drive Cost Reductions

Our client wanted to transform its lending and trades services organization to **uncover savings**

Our client, a large U.S. commercial bank's services company, had undertaken many ongoing operational improvements that were beginning to yield positive results – but they were looking for additional improvements that would uncover savings needed to fund other investments. With a long-tenure, aging workforce, disparate processes, and demanding end-user customers, the bank was looking for a strategic solution to transform its lending and trades services organization and assist them in executing the playbook that would take them from the current situation to the desired end state.

We helped the client develop the strategy and business case for a hybrid onshore/offshore delivery model



We helped our client **understand the value of outsourcing** its lending and trade services **beyond the labor play**



This approach would allow the bank to improve existing services and drive improvements and opportunities in future services delivery, including access to new tools/automation to **improve end-to-end performance, reduce cycle times, and improve flexibility** to manage volume fluctuations



We helped our client **appreciate and execute the change management** needed to gain the buy-in of internal and external stakeholders

Everest Group helped the client develop the strategy, business case, and solution and negotiated a five-year agreement with a single service provider. We helped the client architect a hybrid onshore/offshore delivery model that resulted in,



Process efficiencies in combination with labor arbitrage that would yield desired cost reductions (45% steady state operational savings) without impacting service levels to clients and customers and



Process standardization to increase end-to-end effectiveness and improve utilization of standards across the bank

We helped the client develop the strategy and a business case for a hybrid onshore/offshore delivery model that yielded
45% operational savings



Financial services, particularly banks, are risk averse. Helping the client understand that the proposed solution, **moving from an in-house capacity-constrained model to a flexible model** utilizing skilled, cross-trained resources, would reduce overall risk was a **breakthrough moment**.

Everest Group's depth and breadth of next generation sourcing, market industry knowledge, subject matter expertise and prior experiences, position us well to reveal business risks and opportunities that can be translated into the right solution for the client

Contact **Barbara Beller**, Associate Partner, to learn more about how we can help you with your sourcing challenges.

barbara.beller@everestgrp.com | +1-647-557-3475