



## Operational Transformation

*In the financial services industry, change is constant. You need the right tools to adjust and grow your business profitably.*

### **Helping Deliver Efficient Business Processes – Fast**

- Relieve your employees of the drudgery and paper chase involved in complex manual tasks, such as new client adoption, customer support queries, or payment authorisations
- Make those processes more controllable, visible, repeatable, and auditable – to meet the demands of regulatory compliance and reduce the risks to your business of costly errors
- Increase capacity and make your business more efficient and agile
- Know where to focus your process improvement efforts to get the greatest rewards
- Create processes and systems that can respond quickly to changing customer demands and market conditions without the need for labour-intense workarounds.

## Business Process Improvement & Automation

BankT&D Consulting can help your firm enhance productivity, increase capacity and service quality – and all achieved in a rapid and affordable manner.

We use innovative *Workstream* tools that provide rapid capture of data, prototyping and automation of business processes. Together we provide a powerful combination of expertise, services and technologies that can help you deliver desired business benefits.

*...enhance productivity,  
increase capacity and  
service quality...*

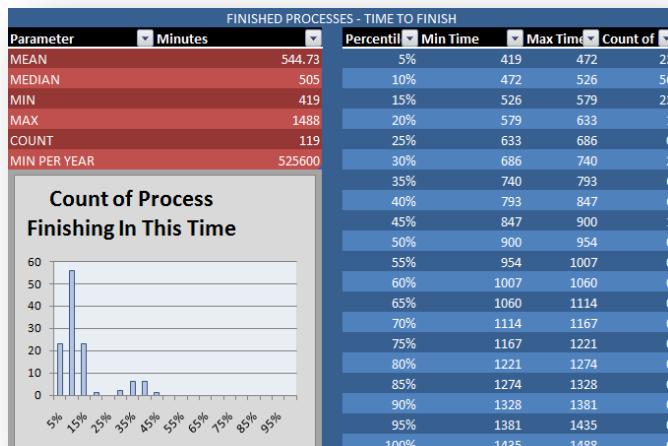
We start with helping you *to capture, simulate and redesign* business processes across the organization. We then help implement and execute the identified improvements. This includes rapid automation of manual or semi-automated processes that fall outside your core banking systems. You will be able to:

- Increase processing capacity to cater for growth
- Improve customer turnaround time and service quality
- Respond to demands from regulators for compliance information by enabling processes to become controlled, repeatable and easily audited
- Automatically provide management information to support control of business processes and a foundation for further improvement
- Put design and review tools directly into the hands of business process owners, improving interaction between business users and IT, and ensuring deployed systems meet business requirements fully



## Automated Tracking of Service Quality

We will help you define Key Performance Indicators (KPIs) and quickly build a fully automated system of for capturing and analyzing actual day-to-day performance against these KPIs. Aggregate results will be made available to senior managers via with on-line dashboards, and line managers can drill down to the lowest level of transactional details. This Quality MIS identifies sources of bottlenecks and defects and allows prompt corrective action for improving quality of service to external and internal customers.



*Monitor Quality with detailed reports. This report shows "Process Turnaround Times."*

We will work with you to put in place the necessary service quality mindset, build a 'Service Quality Plan' and assist you in its implementation.

## Operations Policies & Procedures

We will help you update your Operations Policies & Procedures to keep pace with changing operating conditions. These will be available both on paper and on-line with electronic search and linkage capabilities. We make these documents user-friendly and streamlined through extensive use of process flow charts, desk-manuals, control function checklists etc. We treat the task as complete only when staff have been trained on the new policies and procedures and been proficiency tested.

## Operations Controls

We stand ready to supplement our client's internal resources in the areas of Internal Control and Audit functions by having our subject-matter experts conduct joint or totally independent reviews and then assist with the implementation of agreed recommendations. This will provide various executive, non-executive or regulatory stakeholders some independent quality assurance for these crucial functions.

## System Selection

BankT&D Consulting supplements our client's internal resources in the selection of systems to support their business and service delivery strategy. Pure technology aspects of the task are important but more crucial challenges are defining the business requirements, identifying functional gaps, setting the selection criteria and evaluating vendors against those criteria.

*To learn more about how BankT&D Consulting can help your business with operational transformation, please contact Aslam Aziz at [aslam.aziz@banktandd.com](mailto:aslam.aziz@banktandd.com)*