CASE STUDY

Technology Assessment and Business Process Optimisation

Financial Services Joint Venture

The Situation

The middle-ticket leasing arm of a London-based bank engaged VIP Apps Consulting to review and map the business process of a Joint Venture (JV) company established in 2015. A valued and existing client, the bank used our Project Management services to establish the JV in 2015, following a strong performance by the JV the bank sought VIP Apps Consulting with our industry, technology and business process expertise to partner again and optimise the joint venture model and system platform.

The resulting JV business model should be replicable and suport the bank's growth strategy.

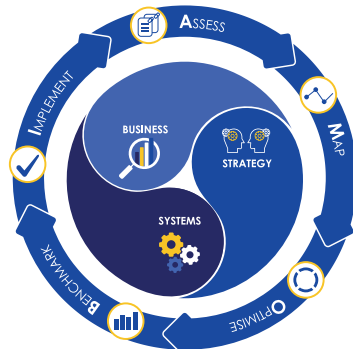The scope of the Technology Assessment and Business Process Optimisation review was:

- Key business drivers consideration

- Review & map the current business process

- Understand and identify people, process and technology pain points

- Review system capabilities vs current utilisation

- System vendor capability and proposal with high level estimates

- Recommendation aligning to both bank and JV business drivers

- System evaluation: review system capabilities against current utilisation in the business process

Objectives

- Business Process Optimisation

- Review and mapping of business processes

- Identify key business drivers

- Identify people, process and technology pain points

- Review system capabilities against current utilisation

The Solution

VIP Apps Consulting carried out the assessment using our proprietary methodology AMOBI which enables process effieciecy and platform optimisation.
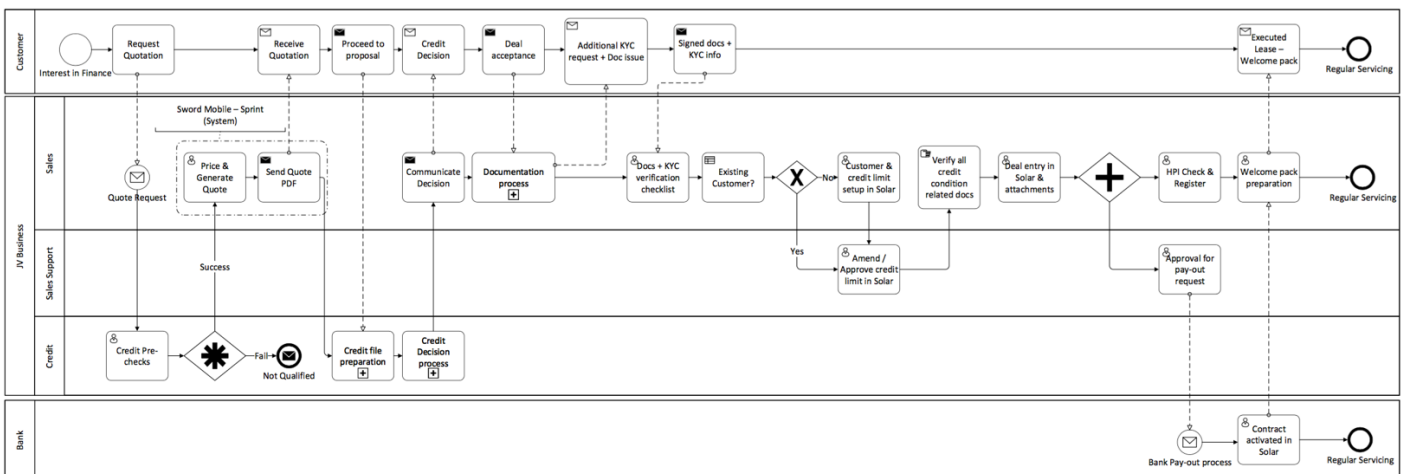

AMOBI Methodology

Assess the business drivers for the Bank and the JV; streamline and enhance the process for the JV users and end customer, leverage best practice business & systems process to support future growth, Risk mitigation for manual and off system processes.

Map the current business process using BPMN (Business Process Management Notation) Process model standards, through targeted interviews with the JV staff, the mapping consisted of high level process steps and sub-level processes. BPMN process mapping highlights the system tasks vs manual & off-system tasks and the role executing each task. Bottlenecks and painpoints were identified and further reviewed during the mapping stage:

Optimise the platform and the process by evaluating the current systems used in the business process. VIP Apps Consulting evaluate the capabilities of the systems within existing license agreements to ensure recommendations are valid from a financial perspetive but ensure efficiency, control and automation.

Benefit to the Client

Benchmark by gathering and presenting the KPI's supporting our recommendations, the business stakeholders could make an informed decision and business case to **implement** change.

VIP Apps Consulting delivered a complete set of recommendations consisting of documented business processes highlighting areas of focus; minor process changes to reduce risk, additional automated workflow, document generation, automated monthly MI and optimisation of web services integration on the CRM, Credit and KYC processes. Conservative time savings for the young JV were 513 hours so 68 business days.

Results

- Efficiency savings of 68 business days

- Reduction in Operational Risk

- Scalable and replicable process and platform

'A very professional and focused team providing Management and end to end set-up of our Joint Venture company. Listening to us, using their experience in advising and overcoming the hurdles to deliver all aspects of our new Joint Venture on time, A very knowledgeable, hands on team on both the asset finance business and technology infrastructure. Excellent project, thank you!'

Fred Yue, Director, Head of Leasing