

Research Publishing solutions for an EMEA-based global bank

30+ global client analysts supported

30% -40% cost savings achieved

Editing, formatting, and publishing

Exclusive 5-member Acuity team

CLIENT CHALLENGES

- A European bank wanted to expand its in-house Research Publishing team without loss of quality and service levels; managing costs was also a major criteria. The bank's analysts were located across the globe
- Tasks outsourced included the following:
 - Editing (including regulatory review)
 - Formatting
 - Publishing/electronic distribution
- They required highly skilled editors with strong language skills and an excellent understanding of finance, since reports often needed significant rewriting. The editors would review and the DTP team would finalize the reports for publishing
- They also wanted 24-hour [DTP support](#) to service their teams across the globe

OUR APPROACH

- Worked closely with the client to identify highly skilled editors that would also be a good fit for the team
- Carried out a rigorous hiring process for DTPs
- One editor and one DTP travelled onshore for training, and the team went live after a 4-week parallel run
- Created exhaustive documentation to hasten learning curve and minimize issues
- Regular communication between teams helped stabilize the work

IMPACT DELIVERED

- Our editorial and DTP team is fully integrated with the onshore research and [Research Publishing teams](#)
- They provide the exact same support that the onshore team provides from other locations; they have seamlessly merged with the client's global Research Publishing team
- DTPs provide critical overnight support to ensure 24/5 support for research analysts

About Acuity Knowledge Partners

Acuity Knowledge Partners is a leading provider of high-value research, analytics and business intelligence to the financial services sector. The company supports over 650 financial institutions and consulting companies through a team of over 6,000+ subject matter experts who work as an extension of the clients' teams based out of various global delivery centres.

We empower our clients to drive revenues higher. We innovate using our proprietary technology and automation solutions. We enable our clients to transform their operating model and cost base.