

Augmenting support across the treasury lifecycle for US regional bank

40-50% reduction in costs

20% reduction in operational risk

Enhanced control framework

Created scorecard for non-financial risk metrics, e.g., near-miss events and delegation of authority

CLIENT CHALLENGES

- Attrition and knowledge-retention issues leading to repetitive investment in training time
- Hiring resources amid COVID-19-related lockdowns
- Non-standard processes and inconsistent inherent process risk and control metrics
- Inability to manage spike due to seasonality and other economic factors

OUR APPROACH

- Reviewed Treasury Fulfilment and Servicing standard operating policies to identify inconsistencies
- Identified necessary modifications in the manual processes to eliminate NVAs and hand-offs to streamline processes
- Identified reputational or financial risk associated with the process and controls to minimise leakage

IMPACT DELIVERED

- Prepared detailed standard operating procedures to ensure [compliance](#) with credit policies and client processes
- E2E treasury support services for account opening, enhanced enrolments, cash flow modelling and projection support, and modifications and operational governance
- enhanced operational [risk management](#) practice with defined inherent process risk and control metrics
- Deployed fungible resources with flexibility to manage spikes for effective load balancing
- Defined stringent SLAs and quality of output with automated dashboard reporting

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