

US-based private, independent boutique advisory firm

24 IB and 3 BIS
FTEs

Around 10,000 high-
quality projects
turned around

91,000+ hours of
work delivered

Approximately 150
active bankers served
in nine US and UK
offices

CLIENT CHALLENGES

- Ensuring consistent high-quality output/product
- Difficulty in retaining onshore talent:
 - Onshore bankers frequently worked beyond “regular” hours
- Difficulty in finding a trusted partner to provide assistance during non-working hours:
 - To quickly add experienced team members without incurring onshore hiring costs/risk
 - To have an integrated team with split shifts and overnight coverage
- Utilising the onshore team more efficiently and effectively on deal-execution tasks

OUR APPROACH

- To win one of the most competitive pilots in [Acuity's](#) history, the pilot team ensured that delivery standards were beyond client expectations
- The team structured 12-hour coverage with two shifts to ensure sufficient overlap with prime onshore offices; the coverage was supplemented with a nine-hour shift worked by the [BIS](#) team to provide live coverage to the US offices:
 - The Acuity teams coordinated to ensure high-quality seamless delivery
- The double-layer quality-check process with a pyramid talent structure ensured that all deliverables were up to the required standard and achieved an average C-Sat score of 4.9 of 5
- The soft-aligned model not only ensured support to all onshore sectors but also enabled the team to leverage spare capacity to ensure cross-sector utilisation on rainy days

IMPACT DELIVERED

- The eight-member pilot team assisting a handful of [bankers](#) quickly grew to a 20+ member team

supporting c.150 bankers in all sectors; coverage continues to grow

- Acuity's high-quality overnight support moved the client, over time, to entrust the team with shorter-turnaround projects
- After successfully taking on the boutique firm's standard tasks and freeing up the onshore team to handle execution tasks, Acuity is now seeking more complex tasks
- Delivered annual savings of more than USD2.5m

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 350+ financial institutions and consulting companies through a team of over 3,000+ 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.

