

Client Profile



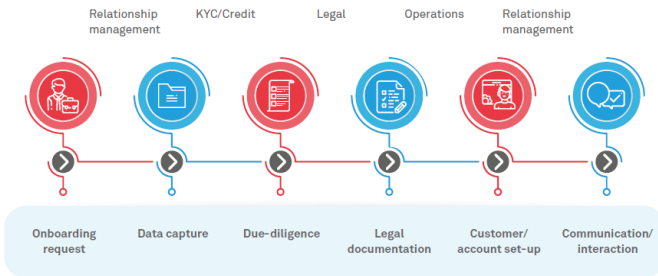
The client is a global bank and one of the ten largest in the world. Formed over 150 years ago, it operates nearly 4,000 offices in 67 countries.



The bank has over 40 million customers.

Business Challenge

Onboarding clients is a key process but presents significant challenges. While the basic process is easily understood, the intricate details and permutations experienced by a large financial institution introduces significant complexity.



The client was establishing a global Center of Excellence headquartered in New York to ensure that onboarding was efficient, timely and met the myriad compliance regimes required around the world.

A Change Management program was established to ensure that the rollout successfully addressed all aspects of implementation.

- ◆ Process
- ◆ Technology
- ◆ Compliance

The Change Management executive stated that he “needs what Actionable Strategies does” after an internal referral from the business.

Transformation Services

In addition to bringing expertise in process, technology and banking compliance, Actionable Strategies met other needs expressed by the client:

- ◆ Client interaction including executive and front-line presentations, and leading workshops
- ◆ Financial analysis and budgeting
- ◆ Project management including project and program planning

Actionable Strategies engaged with numerous stakeholders across the bank. These stakeholders operated at all levels of the organization.



Examples of specific interactions with diverse functions include the following:

- ◆ Budget management including cost tracking reporting to the CFO in London
- ◆ Consulting in Transformation including Analytics Development and Presentation
- ◆ Change Management workshop delivery
- ◆ PMO integration
- ◆ Process development including reconciliation across sub-processes
- ◆ Business requirements specifications for asset management

Business Results

Actionable Strategies met both the stated needs of the client as well as unplanned requirements. Based on the knowledge, experience and specific results delivered, the client made several referrals within the bank and to peer institutions.