

UNTANGLE YOUR BUSINESS

RAPID BUSINESS IMPROVEMENT FROM TARGET GROUP





For financial services organisations wrestling with operational complexity, Target Group's dedicated **Rapid Business Improvement** service provides proven results. We combine technical excellence with deep industry knowledge to deliver rapid business improvement – reducing processing time, improving the customer experience and driving savings.

The addition of new products and services; investment in advanced technology; acquisitions and reorganisations; all are signs of a business that's thriving. But along the way, additional processes are created, information is dispersed and complexity generated: wholly unintentional, yet almost inevitable.

To smart organisations, this isn't news. Many have spent considerable amounts of time and money in an attempt to tackle complexity and find more efficient ways of working. Yet all too often, these efforts have faltered. Already stretched teams are overtaken by new tasks; after a few easy fixes, momentum was lost at the bigger hurdles. With everything functioning – however inefficiently – it simply hasn't ever become the number one priority.

For a growing number of financial services organisations, that now has to change. Instead of focussing solely on potential cost savings, the need to tackle complexity, simplify compliance with increasing regulation and enable the drive to digital is paramount.

Target Group can help – fast. Our Rapid Business Improvement specialists work with you untangling the complexity of your business processes, typically streamlining core processes and automating operations within weeks.



WE'RE EXPERIENCED, SKILLED IN DEPLOYING KEY BPM TECHNOLOGIES

DEDICATED TO YOUR SECTOR. WE DELIVER RESULTS – HELPING A TIER 1

BANK **CUT BACK OFFICE PROCESSING TIME**

BY 84% IN JUST THREE MONTHS.



Rapid Business Improvement from Target

For over a decade, Target Group has been helping leading financial services organisations review, reassess and streamline their processes to deliver tangible business value. We have a team of dedicated Rapid Business Improvement professionals, enabling us to offer a genuine end-to-end service.

What makes us different?

Target offers a rare combination of the consultancy skills to understand business requirements, and the technical expertise to optimise processes and managed service capability.

Because we work exclusively in the financial services sector, we are familiar with many of the challenges our clients face. We know the constraints posed by complex legacy systems and regulations, but also the opportunities they present.

We swiftly pinpoint where customer journeys fragment or manual intervention creates risks, prioritise the areas for improvement and then apply industry-leading BPM tools like Appian IBPM to model smarter ways of working. With the business case proven, we go from concept to delivery fast – creating vital momentum for further change.



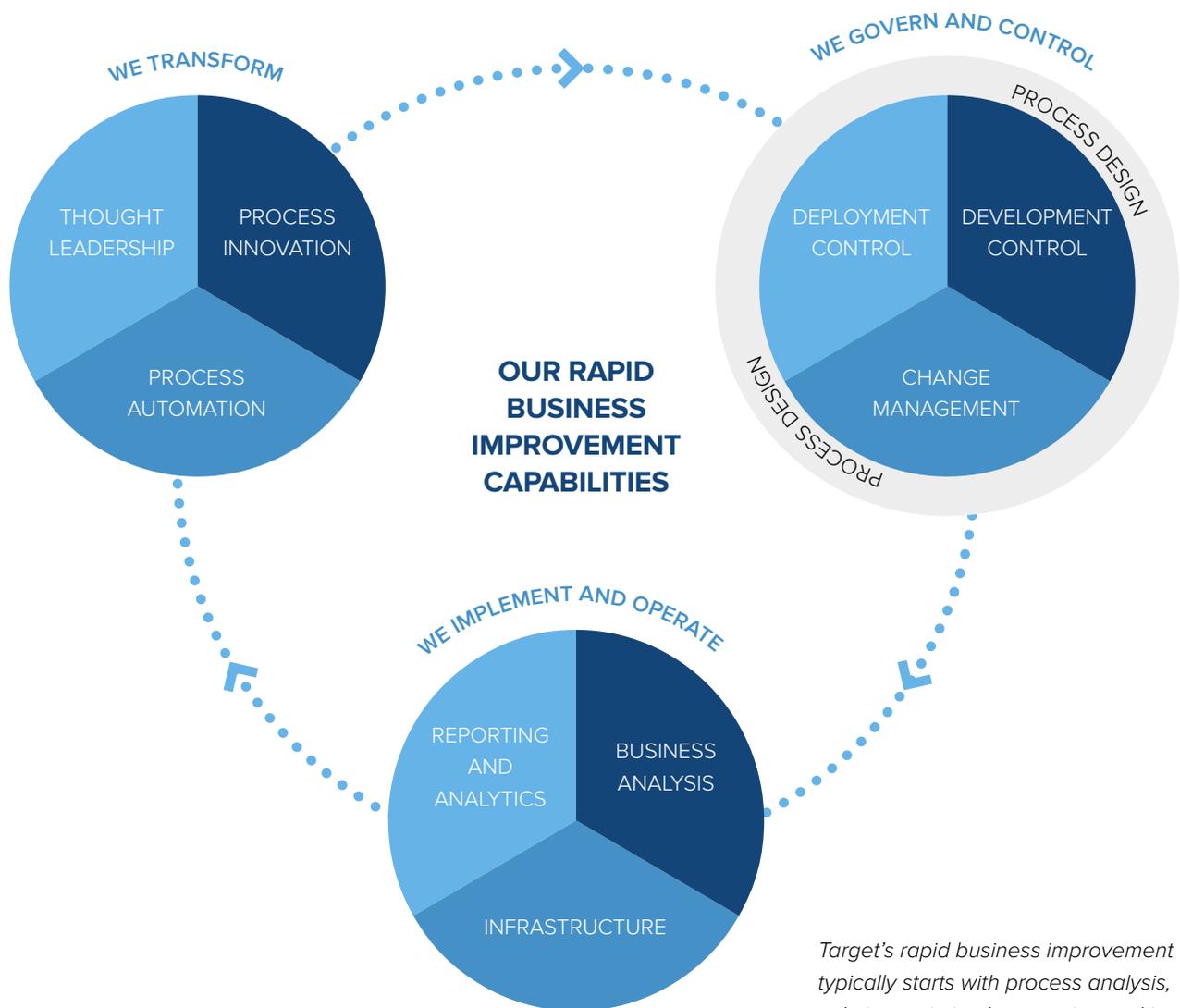
What makes us faster?

- **We work on site** alongside you rather than relying on offshore teams. That means we get a real-world view of processes and bottlenecks, rather than an idealistic one.
- We have a range of **ready capability accelerators** available to streamline common processes such as customer identification and verification and complaints handling,
- We draw on the principles of **Lean, Six Sigma, Systems Thinking and optimise existing technology removing the need to re-platform which has high risk, high cost and long tail**, but aren't reliant on any one.

WE KNOW THE CONSTRAINTS
 POSED BY COMPLEX
 LEGACY SYSTEMS AND
 REGULATIONS, BUT ALSO THE
OPPORTUNITIES
 THEY PRESENT.

Our approach – and how it delivers for you

We shape the way we work around you: your priorities, resources and operations. We can provide an end-to-end service, from initial analysis through process redesign and implementation to continuous improvement; however, you can also select any part of our offer to fit your needs.



Target's rapid business improvement typically starts with process analysis, culminates in implementation and is reinforced by continuous improvement. But our service is flexible, allowing you to draw on our expertise where you need it most - typically selecting some or all of these capabilities.

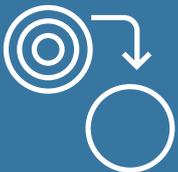
Whatever level of input you require, we adhere to six key principles:



- 1 FOCUS ON THE CUSTOMER EXPERIENCE.** We look at processes from the customer perspective – internal as well as external – to ensure improvements streamline their journey and enhance their experience.



- 2 ACT ON DATA AND INSIGHT, NOT GUT FEEL.** We quickly gather data about your operational performance and customer experience to understand where improvements are needed most, and where they will have the biggest impact.



- 3 SIMPLIFY AND STANDARDISE.** Process standardisation, often using ready-made accelerators, means change can be delivered faster. It also reduces the learning time for your people.



- 4 AUTOMATE WHEREVER POSSIBLE.** Automation reduces the level of time-consuming manual input required, cuts the risk of human error and frees your business to focus on more productive activity.



- 5 DEMONSTRATE BUSINESS VALUE.** We quantify the value to the business of different options before we start – using measures that are meaningful to you. We then report on the impact at each stage.



- 6 KEEP IMPROVING.** While we deliver initial results fast, we know there is always scope to streamline further. So we want to keep working with you to improve other processes and optimise the design of new ones.



Rapid business improvement in action

A tier 1 bank had set an ambitious growth plan to double business in 3 years whilst strengthening controls and lowering the cost to serve. But previous attempts to streamline operations had stalled and Target was appointed.

Ten weeks later, we'd delivered our first results: the launch of a revamped credit refund process, using automation to save time and effort and send customer satisfaction soaring.

The legacy process was slow and labour-intensive. Agents had to assess the validity of a claim, calculate the amount due and then create the refund request – which then had to be approved by a manager. We rebuilt the process and rules engine using Appian IBPM, giving agents all the information they need to authorise a refund directly.

Instead of taking an average of 10 minutes, 80% of refunds are now processed within a minute. With 11 automated controls, only 1 in 5 refunds require authorisation by managers.

It's more efficient, welcomed by customers and just the tip of the iceberg.

Our on-site team has now addressed a range of processes, driving efficiencies in each helping the bank achieve their strategic ambition.



INSTEAD OF TAKING AN AVERAGE OF 10 MINUTES, **80% OF REFUNDS ARE NOW PROCESSED WITHIN A MINUTE.**

What can we do for you?

We'd like to help your business achieve similar results. To discuss your requirements, contact Target's Rapid Business Improvement team today visit www.targetgroup.com or call us on **0845 6506200**.



About Target

Target Group is a leading provider of Business Process Outsourcing (BPO) and operational transformation for over 50 major financial institutions across the globe, including clients such as Goldman Sachs, Morgan Stanley, Credit Suisse, Barclays and Shawbrook Bank.

Our leading fintech platform manages assets in excess of £24 billion, enabling our clients to automate complex critical processing, servicing and administration of loans, as well as investments and insurance. We deliver competitive advantage and enable scalable growth. Alongside BPO and software solutions, Target leverages deep domain expertise to advise on process improvement, due diligence, and regulatory compliance.

Target systems currently process over 19 million accounts and collect £3billion of direct debit payments each year on behalf of both private and public sector clients.

For further information about Target Group, please visit www.targetgroup.com or call us on **0845 6506200**