



Improving the End-to-End Onboarding Experience

A BridgePoint Case Study

THE SITUATION

Our client had a complex and inefficient onboarding process that included over 1200 process steps with 25 sub-processes and involved over 15 departments. The goal was to enable a focus on Data as a corporate asset while also streamlining the DC onboarding process by approximately 30% without sacrificing the client experience.

Key Facts Highlighting Our Client’s Challenge:

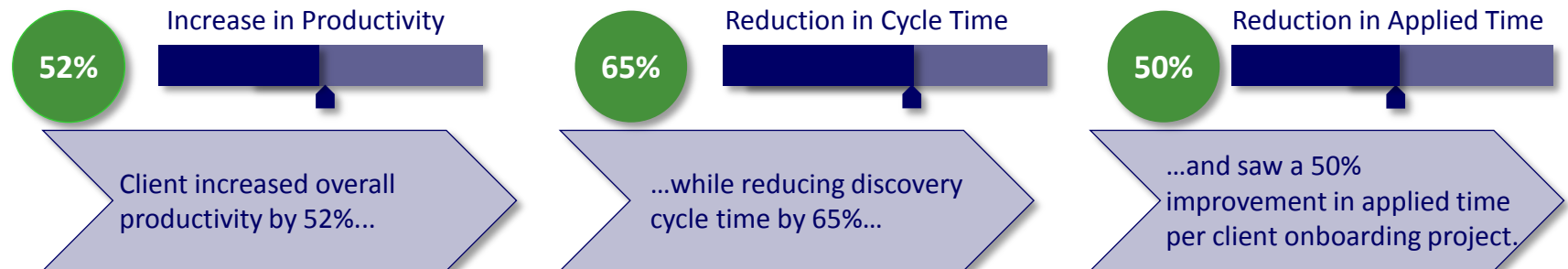
Excessive process steps	Lacking efficiency
100+ points of rework	Too much duplication
50 manual quality checks	Need for process improvements

THE APPROACH

Leveraging process excellence findings, our client reviewed the number of departments involved in the onboarding process, seeking to reduce that number dramatically. They further sought to create an overall management dashboard and develop comprehensive measures of success that could be implemented across the organization.

Our client optimized detailed end-to-end process maps, task time data, and process performance data to begin expanding the definition of success to include a broader brand promise fulfillment and better client experience. Further, they focused on the “implementability” of the recommendations to ensure success.

THE BUSINESS RESULT*



The client was able improve productivity 20% over goal accompanied by a dramatic reduction in inefficiencies that were driving down profitability and limiting success.

*Anticipated results based on projections