



End-to-End Money-Out Process Excellence

A BridgePoint Case Study

THE SITUATION

Our client sought to improve the participant distribution process across four primary areas: Hardships, General Withdrawals, Loans (initiations only) and Beneficiary Segregations. Their goal was to reduce the complexity of the process, increase their operational capacity by 25%, and also to enhance the associated customer experience.

Key Facts Highlighting Our Client’s Challenge:

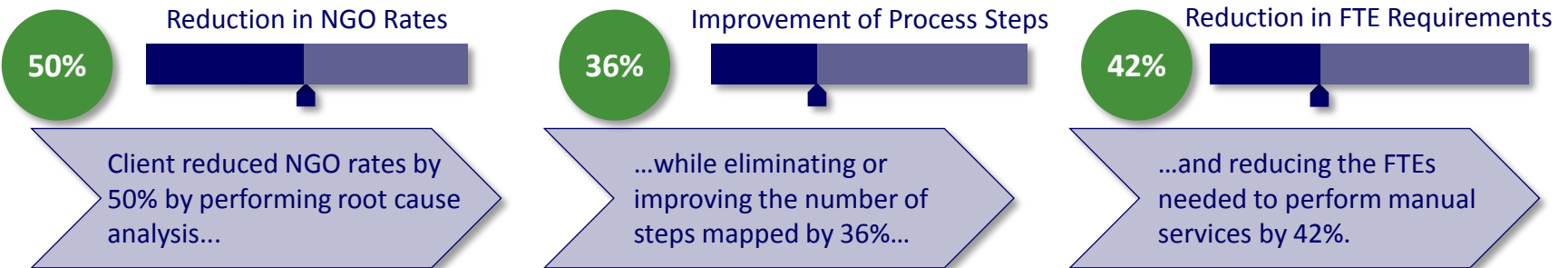
400k annual transaction cases supported manually	High touch – and high cost – client engagement model
1450 process steps	Inefficient procedures
40%—75% non-value-added steps	Limited focus on element of client value

THE APPROACH

Leveraging the insights from a Data Quality Cost Impact Study, our client was able to assess the overall health of their data management procedures. They were able to inform new procedures and reduce manual processes, effectively transforming their operational capacity.

As a result of this process excellence initiative, our client was able to develop new KPI metrics focused on the reduction of the following process attributes: total process steps, NGO processing rates, average process cycle time and FTEs required to support defined process areas. Our client was able to expand their overall definition of success by correlating the services offered with what their customers valued most.

THE BUSINESS RESULT



By reducing the number of process steps, the client was able to effectively reduce costs, increase efficiency and enhance the customer experience.