



Finance, Banking & Insurance Case Study

Business Problem:
High Growth of Large Bank Forces Compliance With
New Regulations by Standardizing Costs.

VERTICAL:  Finance, Banking and Insurance

NLP SERVICES:  Lean
Transformation

CLIENT

A large bank with \$11B in deposits and over 1,700 employees was growing rapidly through acquisition. Internally, processes were still separate based on the lack of standardization once an acquisition was completed. The changes, after growing beyond the \$10B in deposits level, forced the bank to streamline and standardize to contain costs and comply with new regulation.

APPROACH

- 30 workshops / 18 month engagement
- Focus on Retail banking, new accounts, consolidation of support services, systems upgrades, commercial banking operations, deposit operations.

THE RESULTS

NLP Investment: \$480K
\$1.2M in cost reductions

