



REPRESENTATIVE ENGAGEMENT

Workforce Management and Staff Modeling

Client Profile:	<ul style="list-style-type: none"> ■ A national commercial and retail bank
Business Issue:	<ul style="list-style-type: none"> ■ Improve operational efficiency and effectiveness within commercial and retail operations and customer service areas of Bank
Engagement Plan:	<ul style="list-style-type: none"> ■ Deploy process improvement and organizational design tools and techniques to identify ways to improve the Bank's overall productivity and efficiency ■ Build staffing models and train managers to minimize excess capacity ■ Increase non-interest income by identifying pricing opportunities and reducing fee leakage
Solution:	<ul style="list-style-type: none"> ■ Identified processes, gathered activity data and developed a staffing model for each functional area with which to: <ul style="list-style-type: none"> □ Forecast staffing requirements as the business changes □ Continually identify areas of process improvement opportunity □ Support business case justifications for automation/ capital expenditures ■ Worked with managers to develop a listing of process improvement opportunities and methodologies with which to increase efficiencies, reduce fee leakage, implement new fees and reduce float by eliminating holdover ■ Created a tool to track implemented benefits on a monthly basis
Benefits:	<ul style="list-style-type: none"> ■ Initial diagnostic projected \$7.4 million in annual recurring benefit ■ Project achieved over \$15 million in annualized benefit

RESULTS

OCSG DIVISION/ PROJECT	STAFF EXPENSE REDUCTION \$12.6 million/yr			ANNUAL REDUCED OCCUPANCY EXPENSE	OTHER BENEFITS
	DIAGNOSTIC	RESULTING TARGET	REALIZED TO DATE		
Bank Operations and Services	10%	15%	18%	\$460K	\$200K/yr in Reduced Operating Losses
Customer Services – Excl. Teleservices	11%	11%	21%	\$120K	\$615K/yr in Fee Income
Cash Management – Wholesale Lockbox	5%	11%	20%	\$80K	\$640K/yr in Holdover/ Float Reduction
Commercial Loan and Trade Services	25%	30%	25%	\$610K	\$280K/yr in Fee Income
\$ 15.4 Million Annual Realized Benefit					