



Case Study: Central Reconciliations Team

iPSL Capabilities – Reconciliations Management, Operations Efficiency

Client Situation

- 50+ Full Time Equivalents (FTEs) performing query investigation, internal account balancing and customer postings
- Case and risk balance management duplicating and/or overlapping iPSL R&A processes
- Prolonged end-to-end case resolution, adversely impacting customer service and increasing exposure to risk

iPSL Engagement

- Combined programme management and steering mechanisms
- Strong links to client IT functions
- Secondment of key client personnel
- Openness to new tools and processes

- iPSL owned business operational design – informed by client subject matter experts
- Positive peer-to-peer working relationships
- On time, within budget delivery

Results For Our Clients

- 63 per cent reduction in FTEs
- Faster end-to-end case resolution
- Closure of 400+ internal suspense accounts, removing reconciliation, balancing and auditing effort
- Release of premises space for re-deployment