



Case Study: Cross-Client OFT Changes

iPSL Capabilities – Change Management

Client Situation

- Multiple clients required compliance with UK Government driven changes to customer proposition on clearing
- Industry wide Office of Fair Trading defined delivery dates
- Required move to cross-industry standardisation for interest, access to funds and certainty of payment
- Complex changes affecting all clients across multiple work streams (Outclearing, Returns Out, Returns In, R&A)

iPSL Engagement

- Close liaison across multiple clients to ensure no single entity was disadvantaged
- Simultaneous cross-client redefinition of major processes in Returns and R&A
- Developed cross-client generic solutions

- Co-ordinated delivery of client specific solution elements
- iPSL leadership at cross-client design meetings and at industry fora convened by C&CCC
- Structured programme and project management tools and methodologies

Results For Our Clients

- Delivered complex, multi-client, multi-location solution to challenging timescales to a common design
- 14 projects delivered for five clients in 18 months (initial ideas through to full delivery)
- Integration and design costs shared between clients
- Recognition by APACS and C&CCC members of the value added by iPSL
- Client operations now delivering to new SLAs