



Case Study: ISA Account Closing

iPSL Capabilities – Account Services, Operations Efficiency

Client Situation

- Client experienced volumes in excess of forecast for their ISA campaign
- Client wanted to proactively manage the situation and requested iPSL for interim capacity handling on other processing

iPSL Engagement

- Assigned process management expertise to assess client requirement, plan and assemble 'task force' response
- Flexed resource allocated to other client workstreams and shift patterns to exploit opportunities 24:7 which would allow work to be integrated into existing operation
- Used existing kit; iPSL knowledge of client systems and interfaces to extend to new process demands
- Rapid response

Results For Our Clients

- Rapid resolution of high profile operational capacity requirements within three weeks from initial discussions to live operation
- Efficient leveraging of existing resources, infrastructure and economies of scale in delivering a timely, quality and cost-effective solution
- High productivity rates