

# Project management

## Off-shore operations

### The client's requirements

- Client goal to reduce operational costs – centralise cost operation functions from 15+ locations to two centres:
  - Off-shore operations, transferring processes whilst maintaining service levels
  - Standardise processes and IT platforms where feasible
  - Create a new platform for future business improvement and economies of scale
  - Introduce new scanning and workflow technology to support location independent processing linking to existing document management and ERP solutions
  - Increase the visibility of operational service standards
  - To become more flexible to meet new and changing demands in the market

### Our solution

- Provide global leadership and project resource covering Project management, Process analysis and Finance
- Process mapping
- Identify business issues
- Integral partnership with internal and external IT teams

### Value delivered

- Successful delivery of number of sub-projects to timeframe
- Key ongoing active part of the project