

Customer Service - Operational Effectiveness

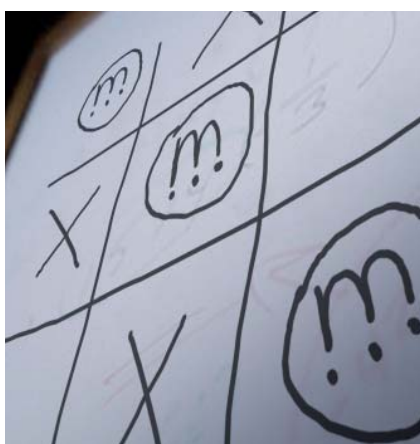


Reducing Costs & Improving Productivity

- Are you confident that you have the right **management information and control** tools in place?
- Do your **resourcing levels** come within your cost / operating models?
- Are your full **end-to-end processes** efficient and are they effective in meeting your business objectives?
- Have you made a clear assessment of **competency requirements** for operation?
- Are you satisfied with the **quality** of your operations work? Are errors and **rework** levels acceptable?
- Do your **systems** support an efficient end-to-end process? Do you doubt that you have the right tools in place?
- Does your operation consistently deliver against its **service level commitments**?

Where is your operation?...

How we can help



At Momenta we can help by:

At Momenta we understand each of the factors, which together, make for an effective operation. Using our knowledge Momenta will analyse your operation(s), processes, people, and systems.

Based on this analysis we will work with your operations and IT people to execute any necessary improvements. Our hands on approach to improving performance and reducing costs can deliver significant benefits to your organisation.



Process & People

Often service issues are as much about process efficiency as the people in the process itself. Make the process and the people more focused and costs can be reduced with improved productivity.

This principle applies if you have identified a breach of a regulatory rule or any failure in your administration systems and controls that require reporting to the FSA.

The building blocks of an efficient operation:

Service commitments

End-to-end process

Resourcing levels

Competent staff

IT systems

Management information

Control tools

What people say about our support

"I was seeking operational expertise to help improve quality and close performance gaps in a key operation.

The combination of insight, guidance, and a hands-on approach ideally suited our needs.

The result was the successful transformation of the operation providing us with a strong platform from which to positively grow our service proposition."

Customer Service Director
UK Insurance Company

Case Study:

UK Insurance Company

A programme to recover the customer service administration for the Group Pensions operation of a UK Product Provider.

The programme involved:

- clearing work backlogs
- improving staff morale and customer relations
- building staff competence by identifying areas for improvement and delivery of a training programme
- recovering the position on error and exception reports
- improving existing and implementing new control tools
- developing and implementation of changes to core systems
- successfully managing the operation through the peak renewal period

Our expertise

Momenta provide experienced service delivery consultants who have worked with large customer service operations on various projects including service recovery, FSA remedial and operational efficiency projects. Our consultants understand the market you work in and the service efficiencies required within it.

About Momenta

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Momenta provide quality resource, consulting expertise and people development for financial services companies in the UK.

We work with you to ensure that you can meet today's challenges so as to achieve tomorrow's success.

To find out more about our service delivery capability, please contact Lee Davies on: 020 7374 6600

