30% FTE optimization delivered in Procurement through successful vendor to vendor transition

1 Customer

1. A Top 20 U.S. Bank's

2 Business Situation

1. High cost of finance operations
2. Unable to meet defined service levels

3 Solutioning

1. Developed a hybrid transition plan
2. Created a training model to include parallel learning and production

4 Execution

1. 100% volumes managed from day 1 - no ramp
2. 100% internal audit managed from day one
3. Creation of query repository
4. Timely escalation of queries

5 Value Delivered

1. **7% cost reduction achieved in the first year**
2. **30% FTE optimization**
3. **100% SLA conformance (Accuracy & TAT) from day 1**

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You have been an absolute amazing group to work with. Your dedication and constant drive for perfection has shown consistently over the months with the excellent quality scores.. ***VP- Sourcing***