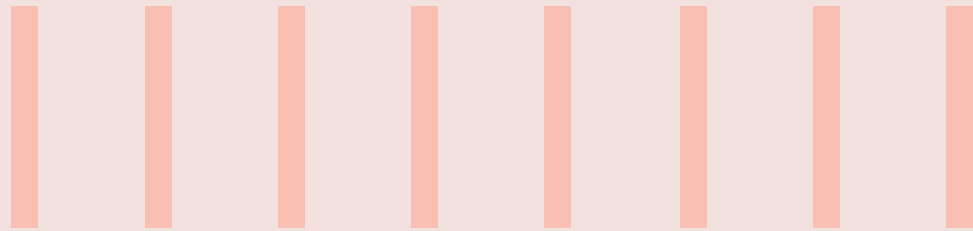# INFOSYS HELPED A LEADING EUROPEAN PROVIDER OF INVESTMENT AND WEALTH MANAGEMENT SERVICES WITH PROCESS STANDARDIZATION BY CREATING 7000 PROCESS MAPS SPANNING 9 GLOBAL LOCATIONS

Abstract

The client is a leading European provider of investment and wealth management services, with a global footprint.

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Client Challenges

The client faced the following challenges with respect to current business processes:

- Internal audits and European regulatory reviews both pointed out the need for creating documentation to identify the risk and control points of existing business processes as well as increasing their predictability

- There was a need for location rationalization of processes, which would enable them to move in and out of a particular location and would also streamline common processes across locations

Infosys Solution

The strategic objective was to build a comprehensive, standardized front-to-back view of global processes, to clarify interdependencies and their impact during process or application changes, system failures, or any other black swan events. The Infosys team helped the client in:

- Establishing an interface between information IT infrastructure, application architecture, risk and resiliency, required for audit compliance

- Identifying key parameters like transaction volumes, Key Performance Indicators, Key Operating Procedures (KOPs) and capacity models to enable workforce optimization

- Identifying the geographic spread of processes and risk and control points to enable location rationalization

- Generating value pack reports by performing analytics on the process maps data, which represented the essence of these process maps and highlighted key observations

and possible opportunities for improvement on the levers of Process, Technology, Location, and Risk Management & Compliance

Quantifiable Benefits for the Client

- Creation of 7,000 process maps spanning 9 global locations

- More than $ 500 M variability in capital expenditure over the next three years

- Front to back view of the documented business processes

- Application optimization and rationalization

- Process standardization

For more information, contact askus@infosys.com

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