Collabera®

Leveraging IT Support to drive 100% compliance

A $7 billion US bank was experiencing high attrition rates and delayed time-to-market. We helped them optimize their onboarding processes with IT services support, ensuring that critical operational objectives were met, while improving their federal audit compliance capabilities.

ADDRESSING THE MANDATE

With a decade-long history of failing federal audits and inefficient resource planning infrastructure, the client needed help to

- Transform and optimize the legacy, 90-day resource onboarding process

- Drive operational stability by reducing attrition in the long and short-term

- Meet regulatory compliance goals via improved IT solutions for talent management

THE RESULTS

Effortless Federal Compliance

- The customer passed their first federal audit in over 10 years

- Budget contract approval time reduced by 50% (from 90 days to 45 days)

Faster Talent Acquisition & Optimized Infrastructure

- Onboarding processes optimized, with time-to-onboard reduced from 3 months to 30 days

- Fully mapped, documented and secured modern infrastructure environments deployed

- Foundational platforms restructured to help drive new experiences and C-suite initiatives, while improving employee satisfaction and customer loyalty

THE CHALLENGES INVOLVED

01 **Extended Onboarding Processes**
A 3-month onboarding process and poor workforce management translated into high attrition rates

02 **Resource Paucity**
The client did not have the tools and expertise to drive compliance across the enterprise and successfully pass federal audit protocols

03 **Budget Management**
Restrictions on OpEx and budgetary issues made it difficult to find best-in-class talent to fill all expected roles

04 **Legacy Systems**
A past focus on fighting attrition had hampered modernization efforts and the client was left operating on outdated hardware and system architecture

05 **Compliance Deadlines**
As a financial institution, the client had hard deadlines to meet with regard to compliance - a lack of staff further exacerbated the struggle to resolve regulatory issues

THE APPROACH & THE SOLUTION

Over 12 months, Collabera modernized the company IT infrastructure and implemented a tech-empowered framework to drive faster recruitment, while enabling better compliance across the board. Details of the engagement included,

- Implementation of service management framework to improve SLAs/CSAT

- Setup of a Build-Operate-Transform model to re-establish the 24x7, bilingual NOC, including monitoring tools and process frameworks

- Provision of InfoSec and GRM teams to implement process and controls across the enterprise

- Defined and delivered SPOC roles to interface between departments and aid in processes, budget management, organizational planning, and escalations, and real-time reporting

- Deployment of specialist SCRUM teams to enable app modernization for core lending products

- Creation of large, PO-based SOWs, broken down by critical business work streams that addressed the client's corporate challenges

- Deployment of a dedicated engineering manager to provide reporting, onboarding and KT oversight

Founded in 1991, Collabera is a leading global professional services company that helps enterprises transform their technology, processes and operational models. We empower our customers by overcoming bottlenecks and silos, and building connected business systems that scale in real time.

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