SLK

Case Study

Quick Assista
CIF Profiles

Clearing the backlog of processing cust
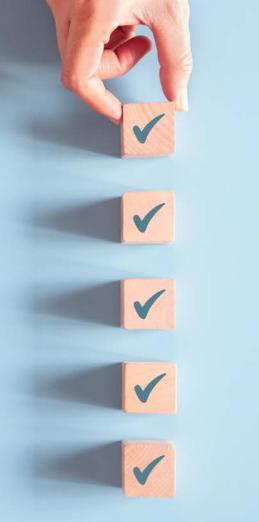up M&A-associated activities.

Case Summary

The client, a regional bank based out of
large-scale merger, leaving a backlog o
timely and proactive approach helped t

The Challenge

The bank faced the challenge of processing and merging a large quantity of Customer Information Files (CIF). The backlog of 40,000 CIF reviews impacted the M&A-associated activities and their cycle times. The CIF reviews were complex, multi-level and required individual attention. This left the bank with a need of skilled resources to accelerate the process.

The customer needed more skilled resources as well as a better approach to speed up the CIF review and merger process.

The Solution

To combat the challenges posed by the overwhelming number of customer profiles, SLK devised a comprehensive approach that encompassed the following steps:

- Hired multiple resources urgently, completed background verification (BGV) and onboarding in-parallel to scale the human resources quickly
- Completed training within a week with SMEs' assistance and documentation of the process
- Got a sign-off from the client on a detailed delivery plan quickly to accelerate the overall process

Automation tools were also implemented for ongoing and future CIF review projects.

Business Impact

The implementation of SLK's approach led to significant improvements in the bank's situation mentioned below:

- SLK team cleared the backlog volumes in less than 2 months
- For ongoing ECIF review projects, automation tools were implemented to raise the flags for suspected mergers
- Ongoing support by the team for new mergers and new customer profiles

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