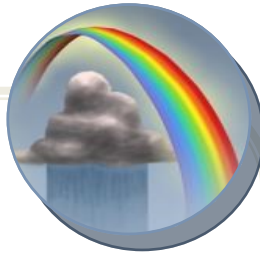


Case Study

All Across Africa



THE OUTCOME

Designed and documented all business processes for the roll out of Group Assurance and Investment products for the first pilot country.

This initial pilot was completed ahead of time, within 3 months.

Fast track product roll-outs were achieved for selected products in all other markets within the specified timescales.



WE USED

Process Mapping
Business Analysis



INVESTMENT

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THE INDUSTRY

Financial Services



THE CHALLENGE

A leading financial services company embarked upon an aggressive product roll-out into other African markets. The challenge was to do so within a strict budget.



Sustainability

No significant sustainability effect were documented in this project.

The client said...

"We are very satisfied with the outcome. The work has ensured a much easier roll-out than had been expected."

The roots of the challenge...

The challenge was to come up with a model that would meet the business needs, but be cost effective.

Creating different products for different countries would not be possible within the budget.

What we did...

Undertook a comprehensive evaluation to select a suitable, cost effective software package.

Created a suite of standard documents including business processes, operating procedures and training material to support the package.

This was the briefing...

The brief was to launch 5 products into 5 countries within 5 years, and stay within budget.

Business Analyst
Process Architect



People involved

Head of Operations
Programme Manager



People involved