



## Case Studies In Creating Value

# Financial Services

### CLIENT: US MONEY CENTER BANK

#### SCORECARD

- International monetary exchange cycle restored
- Millions of dollars in interest earnings preserved

#### Recurring System Failure Puts Millions of Dollars at Risk

A U.S. money center bank experienced a recurring system failure that interrupted their international monetary exchange cycle. Using Kepner-Tregoe processes, the bank resolved the systems failure and restored the exchange cycle. Losses due to the disruption could have been staggering. By resolving the problem quickly, the bank preserved millions of dollars in interest earnings.

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### CLIENT: FINANCIAL SERVICES COMPANY

#### SCORECARD

- Restored customer service
- Avoided \$375,000 work-around

#### Systematic Troubleshooting Prevents Expensive Work-Around

For several weeks, a financial services company's telephone lines dropped customer calls. Despite attempts at resolving the issue, the problem continued and the cause was unknown.

Working with their telecom supplier, the financial services company used Kepner-Tregoe troubleshooting processes to find the cause and take corrective action. The complex problem was resolved in three days. The company was able to avoid a manual workaround, saving \$375,000 and restoring uninterrupted customer service.

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### CLIENT: REGIONAL FINANCIAL SERVICES COMPANY

#### SCORECARD

- Software releases were coordinated and put back on track
- Efforts were redirected towards getting software released
- Priorities and responsibilities were established

#### A Process Approach to Resolving Conflict

The Kepner-Tregoe Situation Appraisal process was used to focus discussion between two software development groups at a regional financial services company based in the eastern U.S. The groups were required to coordinate new software releases for the company's retail bank, but they were unable to reach an accord.

After weeks of disagreement, the group spent five hours in a conference room as a facilitator led them through the Situation Appraisal process. The groups were able to clarify and prioritize major concerns for top management attention and decision making and came to a consensus on a roll-out process, next steps, and responsibilities.

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## CLIENTS: MERGING COMMERCIAL BANKS

### SCORECARD

- Upfront planning paid off in smooth project implementation
- Project goals were met on-time
- The project set new standards for merging back office operations
- Positive public relations were generated by the trouble-free merger

### Project Planning Results in “Trouble-Free” Merger

Kepner-Tregoe Project Management processes were used, over a six week period, to develop the project plan for the merger of the check cashing and loan operations of two major U.S. commercial banks.

Merger activities took six months. According to an article about the merger that appeared in the *Wall Street Journal*, it was “the most trouble-free merger of back office operations” that the Journal had ever covered. By devoting six weeks to planning the merger, the banks implemented the plan and met project goals on-time and on-budget.

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## ABOUT KEPNER-TREGOE

Kepner-Tregoe (KT) is the world’s leading troubleshooting company. KT Resolve<sup>SM</sup>, the acclaimed KT approach to troubleshooting has been implemented in support organizations worldwide. KT strategic and operational improvement processes have been recognized as best practice by ITIL (IT Infrastructure Library) and industry leaders in service and support. These approaches are enhanced by a cross-cultural delivery capability and client-customized solutions.

For more information contact: [info@kepner-tregoe.com](mailto:info@kepner-tregoe.com)