

## Flexible outsourcing model empowers financial services firm to save money & improve service

### Results at a Glance

#### Problem

Client needed an outsourcing solution that could handle change and acquisitions while allowing for progressive outsourcing of non-core functions

#### Solution

Provali Group delivered a flexible managed service solution based on service levels that allow uncommon flexibility and predictability:

- Ability to add or remove sites as needed
- Streamlined implementation process
- Predictable monthly spend based on ebb & flow of service demand

#### Results

Contract & service flexibility

Cost reduction of approximately 20%

Predictable cost structure

Improved service quality from implementing best practices

### Client Profile

This client is a leading global financial services firm with assets of \$2.2 trillion. Operating in 60+ countries with more than 200,000 employees, they are a leader in investment banking, consumer financial services, small business and commercial banking, financial transaction processing, asset management and private equity.

### Business Problem

The client is in the eye of the storm of today's world-wide financial crisis. As a result, they are feeling intense pressure from internal and external sources to maximize efficiency and operational spend.

As long-term partners with this client, Provali Group understood that a key part of the client's ongoing strategy is to maximize operational spend by outsourcing non-core IT operations while acquiring other financial organizations.

Due to the dynamic nature of the financial sector, the client needed an outsourcing solution for their data center operations that was flexible enough to handle continual change and acquisitions while allowing for the progressive outsourcing of non-core functions.

### The Provali Group Solution

Provali Group provided a flexible managed service solution for the client's data center operations based on service levels that allow the client to add new or remove old facilities from the managed service as sites are acquired and remove others that were sun set as part of consolidation efforts.

This approach allows us to rapidly take over existing personnel and daily operations and develop the steady state operational spend over a 60-day period. Once steady state is reached, service costs and associated SLAs are locked in.

As new facilities are added and others sun set, Provali Group "seeds" new operations with high performers, which provides career advancement opportunities for personnel performing these operational roles. Provali Group now supports 18 data centers for this client.

### Value Delivered

Provali Group has developed a strong relationship with this client by being responsive to their needs and providing flexible solutions quickly and effectively. The ability to add or remove sites gives this client the flexibility it needs to manage its business more effectively in a predictable and cost efficient manner.

Additionally, implementation of our best practices during the transition period improved the client's service quality. By providing a predictable cost structure and consistent operating methodologies, the client was able to reduce their operational spend by approximately 20%.