

Opera helped a leading financial services firm establish a comprehensive outsourcing and offshoring strategy, including the creation of offshore operations for IT and order processing

BACKGROUND

- Globally diversified financial services firm
- Fragmented operations set in high-cost locations
- Despite high costs, client operations were inflexible, low quality, and unresponsive

ACTION

- Used Opera's proprietary Portability Assessment Tool to identify processes that could and should be migrated
- Created an integrated global operating model for finance, accounting, back office and technology functions
- Provided end-to-end support to implement recommendations

IMPACT

- Reduced costs by 30% and completed bulk of project in 16 months

RESULTS: FINANCIAL SERVICES OFFSHORED

Full Time Employees Offshored

FTE

