



**Dashboard Reviews**

**Service Overview**

## Understanding the Challenges

Most of the world's leading banks and financial institutions are experiencing similar business challenges – how to provide enhanced levels of customer service, whilst improving productivity and reducing operational costs.

To address this challenge Savantor has created a Dashboard approach, which is a structured review process utilising a web-based diagnostic tool. The use of this tool enables the review of a business area to be undertaken within a half-day session and, with the support of our experienced consultants, rapidly compares current status and planned improvements against an in-depth set of criteria. As the product is web-based, a consolidated review of a multi-site organisation can be undertaken with ease.

Maximising our knowledge and experience, we have designed this structured review process to drive your business forward in a timely manner and to expedite the delivery of your current initiatives. To assist you in this, the Dashboard process produces a graphic representation of your current status and planned improvements that can then be compared to industry norms. This comparison is supported by a report offering advice on where improvements can be made, savings recognised and current plans maximised.

With significant banking and card payment expertise, Savantor has worked together with many European banks to help them address these issues. Do any of the following problems sound familiar?

- Lack of drive or momentum in your change programme.
- Unrealistic project plans and missed deadlines.
- Limited investment available for back-office operations.
- Customer service issues that are addressed by increasing headcount or implementing work arounds.
- Management of day-to-day operational issues are over-riding strategic business reviews.

## Assessing the Problem

If you are concerned about any of these common issues, then our web-based health-check methodology will identify key problem areas and help you move rapidly onto the next stage of development, by providing new insights and identifying opportunities for improvement.

Our team at Savantor has a wealth of knowledge, with many years of practical business and operational experience within the card payments market. Our consultants are ideally positioned to offer you a completely independent and unbiased view. We are involved in a broad range of projects, ranging from vendor selection, technology reviews and launching new products, to providing operational and technical support.



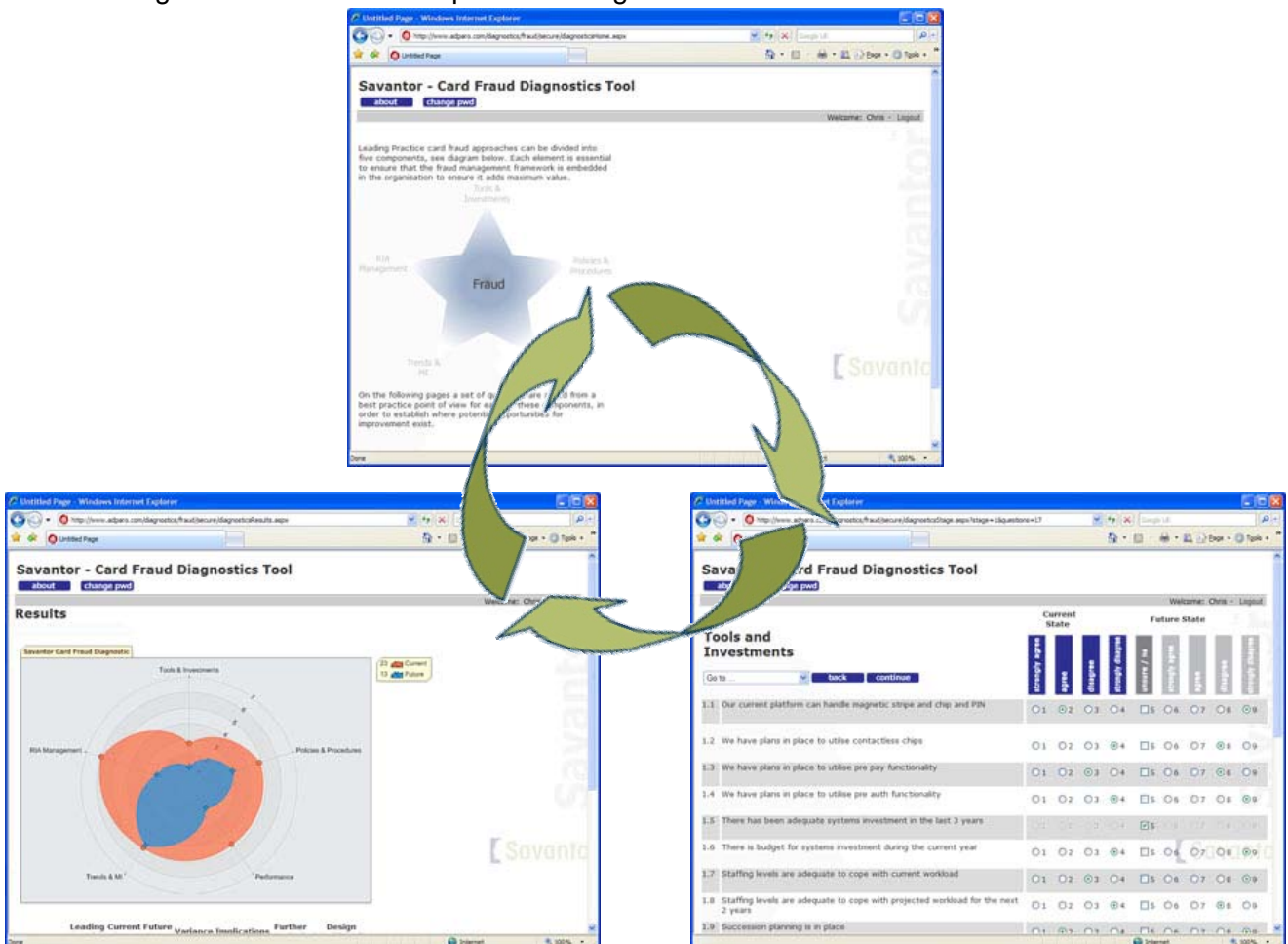
We use a structured methodology that frequently incorporates the Savantor Dashboard approach for our health-check reviews, covering a wide variety of initiatives, programmes and operational areas. The web-based Dashboard monitor gives a clear indication of the current state of a client's processes, identifying specific key areas of focus for improvement. This approach enables us to prioritise your activity to enhance performance as part of a cohesive strategy.

We use the Dashboard to maintain a consistent approach in discussions with staff, to assess the effectiveness of your operation or programme. This allows us to rapidly identify the strengths and weaknesses of each project, allowing us to drill down even further into the main problem areas.

We have undertaken a wide range of health check reviews on behalf of our clients, including the following:

- Programme management.
- Migration and change.
- Fraud.
- Credit and Risk.
- Chargebacks.
- Issuer and acquirer interchange processes.
- ATM operations.

The following illustration shows the process using a Fraud health check Dashboard.



## Providing an Effective Solution

Our Dashboard methodology typically covers the following topics:

- Review of existing process and procedures.
- Identification of areas for improvement.
- Analysis of recent initiatives to identify further opportunities.
- Streamlining of activity between manual and automated processes.
- Enhancements to current management information.



After each review, we produce a report providing realistic practical advice and guidance to achieve your project objectives in a timely manner. These typically include:

- A definition of the current state mapped against the desired state.
- Gap analysis, identifying the main issues and drivers to achieving the desired state.
- Identification of key areas of redundancy, through the elimination of re-work, duplication and excessive manual overheads.
- Recommended action plan in priority order.
- Cost / benefit assessment to achieve financial savings.
- Estimated budget to implement the recommended action plan.

For further information on our services or to discuss how we can improve your business productivity, contact us today.



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