



Success Story: Repositioning of Consumer Finance Co.

Client Classification: UK Consumer Finance Co.

Service Category: Business Acquisition, Integration, & Divestiture, Cost Transformation

Situation:

This UK Consumer Finance Business had recently acquired deposit taking authority and wanted to re-configure the Distribution system for effectiveness against Consumer Finance products and liability gathering. Additionally, the client wished to reduce direct operating costs to bring margins in line with parent peer group.

Recommendations:

- Centralize all non-customer facing functions and create a call center for customer service functions.
- Relocate several Branch locations from undesirable locations to position them as liability gathering offices.
- Develop incentive compensation for account officers for asset product sales and liability accounts.
- Streamline all head office functions through Business Process Reengineering effort.
- Install management MIS system and monthly review process.

Results:

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