

A Global Publicly Traded Asset Management Firm

Client Situation & Challenge

The client's revenue management function used manual processes, outdated technology, and a decentralized team. As a result, management lacked visibility into firm performance and access to reliable data feeds to support strategic decision-making.

Approach

CrossCountry conducted an end-to-end review of the organizational design, technology landscape, and existing processes and implemented a solution to reduce operational costs while better supporting overall growth. Our approach identified cost transformation opportunities across the following workstreams:

- **Performance Improvement:** Reviewed and transformed current processes through systematization, standardization, and implementation of process governance
- **IT System Build & Readiness:** Designed, built, integrated, and tested the new system to support enhanced program performance
- **Data Migration:** Converted, validated, and migrated all source data from the existing system to the new one
- **Operating Model Design:** Reviewed the current operating model and designed and recommended the future-state operating model to implement process centralization and effectiveness

Impact

Our client achieved significant cost savings and efficiency benefits through successful implementation of enhanced processes, technology, and a new operating model:

- Realized annualized cost savings of \$1M
- Reduced reporting timeline on revenue activity by 30 days
- Increased systematic automation with enhanced technology and processes by greater than 50%
- Aligned data models and governance to synchronize reporting and transparency of overall performance
- Aligned existing workforce to the enterprise Finance team to increase collaboration and efficiency

Overall, as a result of the cost transformation initiative, our client eliminated duplication, reduced significant manual processing time, and increased transparency and financial reporting accuracy.