



Enhancing the client and employee experience through cost transformation

The wealth management arm of a global financial services institution was undergoing a major digital transformation programme. The aim was to enhance its client and employee experience, which were hampered by structural and operational inefficiencies.

KPMG carried out a holistic analysis to discover the pain points, and see where the experience could be digitised and improved – while driving efficiencies and cost reductions.

These savings would be critical to release funding for the transformation. The released funding allowed the project to cover eight client journeys, with the rest of the financing coming from the efficiencies achieved.

We helped the firm design the future state for the client and employee experience, and identify the fintech tools and solutions needed to enable it. Underpinned by design thinking and agile methods, the implementation ran

across all of the organisation's major global booking centres.

Metrics achieved

- 8 client journeys – and over a million paper documents – digitised
- 20% cost savings across the in-scope areas of the business
- 10% uplift in nearshore migrations



Nigel Brook-Walters
Business Development Director
E: nigel.brookwalters@kpmg.co.uk
KPMG in the UK

kpmg.com/uk

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