



Bank-Wide Operating Expense Reduction

Client Need: A \$2 billion bank with high operating expenses desired to significantly improve its efficiency ratio and service delivery.

Solution: Senior management provided business strategy and critical competitive information as foundation for performing a bank-wide assessment. BenchMark documented opportunities for change and facilitated strategic definition discussions recommending the realignment of business activities consistent with the business strategy, and delivered both process and technology change management and a balanced scorecard.

Results: Significant improvement in the bank's efficiency ratio, EPS and ROE through identification of over \$3 million in annual savings. Process cycle times were improved and appropriate resources were redirected toward core banking activities. Non-critical banking investments were recommended for divestiture.