

Business Process Outsourcing Opportunity Assessment

Client Need: A Fortune 500 technology services provider requested assistance with a high-level business case for its 'go to market' consumer lending business process outsourcing utility with a target client. The business case would compare expense savings from business process outsourcing, off-shore operations or industry best practices.

Solution: BenchMark Consulting prepared an assessment of the target client's current consumer lending originations and servicing operations. Based on this assessment, a high-level business case was designed with associated financial benefits tied to outsourcing, off-shore operations or implementation of industry best practices. Significant financial benefits would be derived from a combination of outsourcing and off-shore operations. Given the target client's origination and servicing efficiencies, savings from implementation of best practices were not significant.

Results: Total annual steady-state savings of \$15 - 20 million were identified from implementation of a combination of outsourcing and off-shore operations.