

Performance Improvement Baseline for Systems Upgrade

Client Need: A major captive auto finance company wanted assistance with establishment of a performance baseline prior to implementation of a major systems upgrade to best determine expected post implementation improvements. The client was also interested in benchmarking their performance against industry performance.

Solution: BenchMark Consulting documented workflows and calculated performance metrics for 14 core processes. The client's current performance was compared to that of best-in-class industry peers and from that analysis, recommendations for process improvements, including some that could be implemented before or during the planned systems upgrade were delivered.

Results: The projected annual implementation benefit, which is exclusive to benchmarking performance improvement recommendations, is conservatively estimated at over \$11 million, with the greatest opportunities in Collections and Recovery.