

Risk, Collections and Recovery Strategic Reporting

Client Need: A top 20 North American bank implemented an organizational change designed to strengthen its retail risk and governance functions. To complete this change the client requested assistance with the establishment of roles and responsibilities along with a method to effectively monitor operational performance.

Solution: BenchMark identified and established specific roles and responsibilities between all impacted areas and provided a framework for implementation including accountability measurement, service level agreements and escalation procedures. BenchMark also developed and delivered the requirements for a dashboard reporting system including requisite metrics, report templates and user requirements.

Results: The comprehensive roles and responsibilities established by BenchMark along with the infrastructure framework was approved and accepted by the different reporting lines and became the foundation for establishing a clear working relationship between departments. The dashboard requirements enabled the client to size its dashboard reporting project.