

## **Programme Office**

### **The Client**

Retail Bank

### **Business Challenge**

The customer had an Internet capability in place that was deemed to be limited and not future proof; coupled with that the internet originating processes (e.g. Change of customer address) were not straight-through resulting in dis-joined processes and additional cost. Research highlighted there were gaps in the customer experience was not satisfactory. The customer initiated a major Business and Technology re-engineering programme of a bank's IT platform and business platform.

### **Solution**

eacg were engaged to lead the programme through to the end of feasibility study and business case phase. eacg established a Programme Management Office to manage the programme; Programme estimate is £100M+.

eacg set up and led the negotiations with external suppliers including the out-sourcing of significant design and development work to offshore partners.

The PMO employed processes to manage resources and costs; established governance structures; put in place financial and Programme controls; undertook fully integrated planning and agreed escalation processes with external third parties. The team also put in place the business case Mechanism & tool to collate all costs and benefits and generate NPV.

### **Results**

Highly collaborative approach ensured timely commencement of the roll-out of new platform ensuring end to end process fulfilment and enhanced customer experience.