

Cost Transformation in Financial Services

ZARION WORK MANAGEMENT SOFTWARE

INSIGHT

DOING BUSINESS WITHIN FINANCIAL SERVICES IS OVERLY COMPLEX AND THE COST IS NOT SUSTAINABLE.

CHALLENGE

BUSINESS LEADERS, EMPLOYEES AND CUSTOMERS ARE DEMANDING CHANGE IN BUSINESS OPERATIONS, HOW PEOPLE WORK AND HOW CUSTOMERS ENGAGE WITH THE BUSINESS.

SOLUTION

ZARION'S NEXT GENERATION OF WORK MANAGEMENT SOFTWARE GIVES BUSINESS LEADERS THE CAPABILITY TO QUICKLY TRANSFORM THE WORKPLACE, ENABLING THE BUSINESS TO MEET EXPECTATIONS.

Standardize work practices and simplify processes:

- Remove unnecessary work, tasks and activities through increased automation
- Achieve economies of scale through specialisation and utilisation
- Establish clarity and consistency of what needs to be done by whom, where and when
- Embedded controls and policies for greater consistency and governance

Deliver to customer expectations with expected service levels:

- Prioritise work based on how it effects the business and the customer alike
- Reprioritise when needed, without legacy operational systems constraints or antiquated work practices
- Prioritise activities for high value customers, high margin products, or critical services
- Provide consistent levels of services across all functions and processes

Automate and re-sequence activities and work practices to improve workflows:

- Apply automation and innovative technologies, to get more done in less time
- Eliminate unnecessary activities
- Rethink who, when and where work takes place
- Break away from the "cow path" mentality and truly transform

Centralise view of activities, functions and processes:



- Establish a network of functional and expert teams seamlessly working together
- Enable workers to connect and engage when needed, while breaking down organisational barriers
- Operate as a multi-functional, multi-location virtual team, focused on the business and the customer
- Adopt flexible working practices and hours, encouraging home and remote working
- Move away from siloed, fragmented departments towards connected and engaged teams

Easy everything:

- Easy to use, easy to deploy, easy to integrate, easy to expand and easy to scale is our mantra
- Reduce technology and consultancy investment through a scalable and configurable platform
- Easily and quickly innovate, focus your efforts, and increase the pace of execution
- Support a culture of continuous and relentless improvement

Enterprise visibility:

- Be informed about what is happening in your business: hour by hour, day by day
- Utilise granular and composite data about what is actually taking place in your business
- Make better, faster and more informed decisions, in order to move away from guesses and opinions
- Visibility of the present, the past and track emerging trends on activities, customer behaviour, and work volumes
- Identify how trends in employee and customer activity affect the costs of providing products and services

Realign spending and investments in technology:

- Digital investments involving multiyear IT projects, built through the traditional waterfall approach often results in numerous fixed costs
- Custom software built for just one purpose adds complexity to an already fragmented IT landscape
- Less spend, faster deployment and a focused, iterative improvement process is the preferred approach to driving change
- Achieve economies of scale by standardising capabilities across processes, products, function, businesses and locations
- Adopt a low code, agile approach to delivering continuous business improvements