



Project Management / Efficiency Infrastructure Assessment

BACKGROUND

An asset management holding company had purchased an investment business, significantly growing their assets. TPG was engaged to review both Back and Middle Office department operations and create process maps of current processes and identify areas to drive efficiencies and consistency across the departments. The primary objective of this project was to effectively drive Stakeholder Value by conducting a review of the processes, the needs of the business, and ultimately, the feasibility of transitioning Back and Middle Office operations to an outsourced system provider in 6 weeks. Timing was critical for market value of transaction. Therefore, given the market evolutions, effective project leadership and communication was essential to ensure timely delivery of the project results. Instilling a phased repatriation strategy ensured human capital knowledge and experience was effectively leveraged throughout the transition process to the outsourced system provider thus ensuring on-time transition scheduling.

APPROACH

- TPG engaged key leaders in each of the operational areas that would transition to the outsourced system provider.
- Where applicable, activities were streamlined to reduce waste and duplication of effort and reviewed with the team for operational validity.
- By implementing a phased repatriation strategy, TPG leveraged the tiered execution dates to ensure that knowledge transfer of operational functions was completed to the outsourced system provider.
- Meticulous notes and documentation were kept ensuring timing and milestones were met, and risks and mitigation strategies captured.
- During transition to the outsourced service provider, TPG disentangled the two organizations while streamlining the operating model through process efficiencies and technological advancements

RESULTS

- Completed process mapping provided a guide to resolving operational issues, identified efficiencies, improved cycle time, and reduced costs.
- Review completed through the lens of a three-prong impact on the client – improved Asset Growth, Operating Margins, and Organizational Efficiency
- TPG determined it was more efficient and cost-effective to transition the Back and Middle Office department operations to an outsourced service provider; this transition, involving multiple stakeholders, was led and executed by TPG over six months and remained on plan and on budget
- Over \$2 million net annualized savings