CLIENT INDUSTRY

Financial Products and Services

PROJECT GOAL

Increase vendor order completion while reducing processing waste within nine months.

PROJECT ABSTRACT:

A financial products and services provider delivers approximately 20,000 orders monthly to internal and external clients. Orders are comprised of real estate valuations in various forms and formats that must be delivered in a timely fashion to be used primarily in deciding whether or not to foreclose or in determining the listing price for bank owned properties. Valuation products are procured from a field vendor, reviewed and amended for accuracy and subsequently delivered to the customer. Failure to deliver an on-time, accurate product results in a 30-day delay in liquidation of bank-owned properties.

STAKEHOLDERS:

Business Unit Management, Internal Customer(s), Software Development and Development QA

KEY PERFORMANCE METRICS

Adherence to stated timeline, achievement of financial goals, achievement of process performance goals

MCG ROLE

Project Leader/Change Agent
Responsible for the project from concept through implementation, including user acceptance testing and user training.

THE MCG SOLUTION

By leveraging data analysis, known best practices from other industries and competitive intelligence, the cross-functional team designed and developed a new software application for vendor selection and order fulfillment.

RESULT

Savings:

- FTE Reduction (26): ~$300K annual,
- Time-line Reduction (Holding Cost of Properties for client Customers) ~$3MM,
- COGS: ~$2.4MM

Other Benefits:
Product delivery turn-time failure rate reduced from 30% to less than 5%, monthly
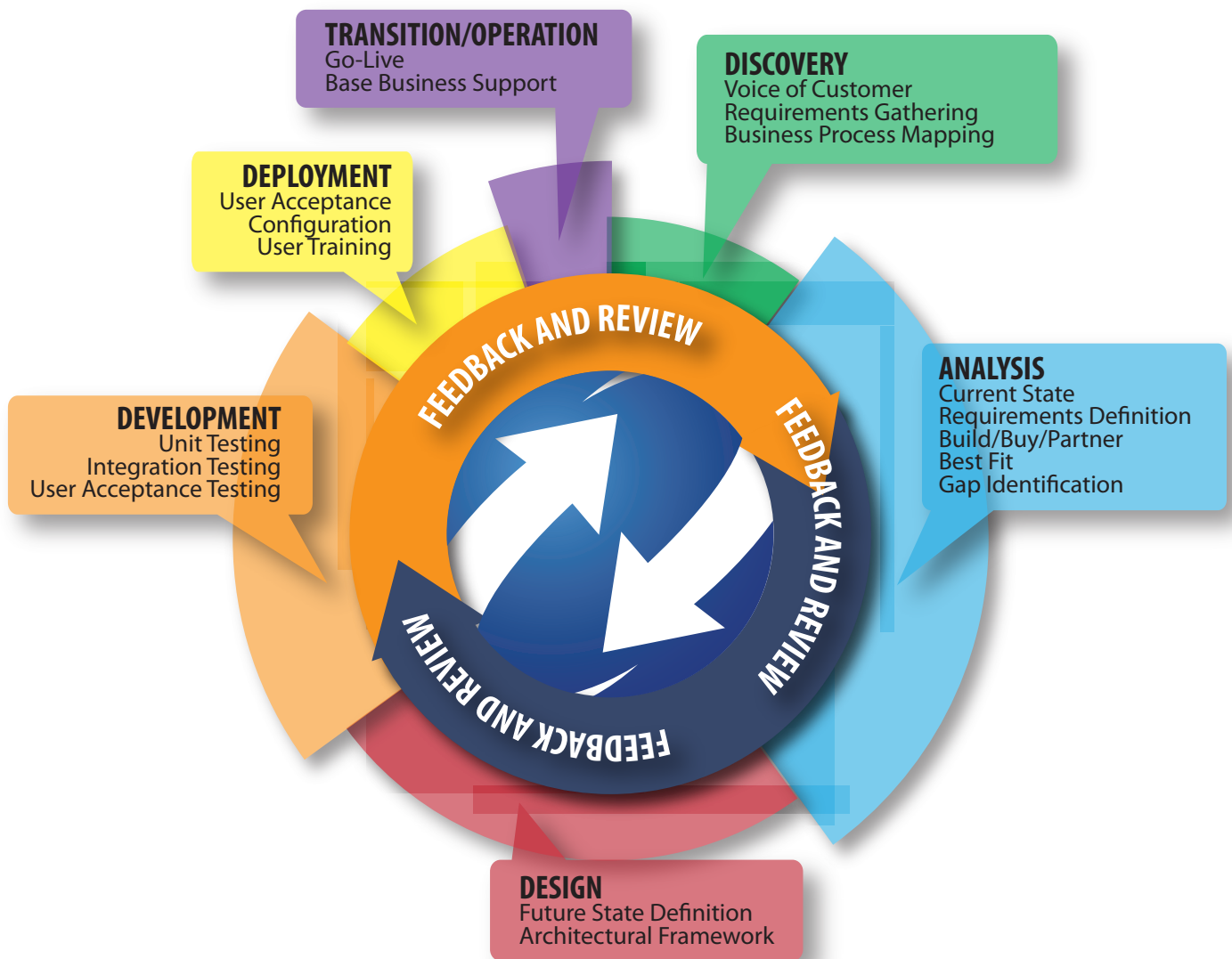
$300K
ANNUAL SAVINGS

$3 M
SAVED IN HOLDING COSTS

$2.4M
COGS SAVINGS

25%
LOWER FAILURE RATE

MCG INTERNATIONAL
OPERATIONAL SIMPLICITY

MCG'S OPERATIONAL SIMPLICITY™ PROCESS

TRANSITION/OPERATION
Go-Live
Base Business Support

DEPLOYMENT
User Acceptance
Configuration
User Training

DISCOVERY
Voice of Customer
Requirements Gathering
Business Process Mapping

DEVELOPMENT
Unit Testing
Integration Testing
User Acceptance Testing

ANALYSIS
Current State
Requirements Definition
Build/Buy/Partner
Best Fit
Gap Identification

FEEDBACK AND REVIEW

FEEDBACK AND REVIEW

FEEDBACK AND REVIEW

DESIGN
Future State Definition
Architectural Framework

MCG brings decades of experience and a unique process to solve complex business problems.

We believe that any business challenge can be solved via a sound process discipline and accountability.

MCG's unique development methodology combines elements of Six Sigman, Lean, TQM and Agile. Our approach has been proven to reduce costs, speed development and deliver results over many years of refinement and real-world implementation.

The MCG Operational Simplicity™ Process:

- Increases the quality of deliverables
- Develops most important features quickly
- Provides clients with high visibility into state of development on a daily basis.
- Builds better systems based on hard information versus speculation
- Provide better estimates and predictable cost controls
- Provides superior control over timeframe and schedule

MCG INTERNATIONAL
OPERATIONAL SIMPLICITY