

30% Reduction in Staffing and 99.5% Accuracy Achieved in Financial Statement Spreading



The Customer

Credit and Risk division in Commercial Banking Group of a Top 20 U.S. Bank

Business Situation



Commercial loans - reclassifying client's financial statements into Moody's risk analyst template to analyze the company's financial position

Needed to normalize the **inconsistent financial statements** with high accuracy

Solutioning



SmarTrans™ methodology to transition the process and become operational in 3-4 weeks

Engaged qualified & experienced resources with knowledge of financial analysis

Execution



Detailed process checklist created to reduce and track errors

Structured training plan to quickly onboard new hires and/or changes in spreading guidelines

Value Delivered



Operational cost reduced

- **30% reduction in staff compared to client's team**

Assured quality and turn around time

- SLK offered an SLA of 1 spread per hour
- **Quality maintained** at above **99.5%** consistently
- Prioritized turn time for new loans, < 12 hours



Well within the targeted measure. This is very strong for this time of year and I think that it is largely due to your team tracking ahead of the onshore spreading team. Thank you and let's keep up the good work.

VP, Central Credit Utility Manager, Regional U.S Bank