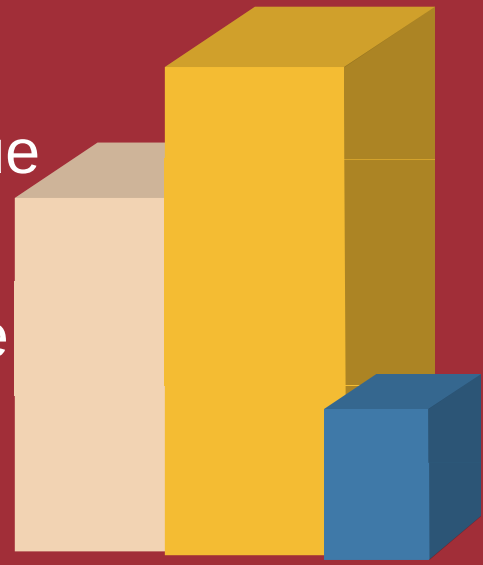


REVAMPED PERFORMANCE

Eliminating unauthorized trades at a broking major

SITUATION

- ✦ Reduce the number of unauthorized transactions
- ✦ Reduce customer complaints due to such transactions
- ✦ Improve the reputation, build the brand's credibility and improve revenues



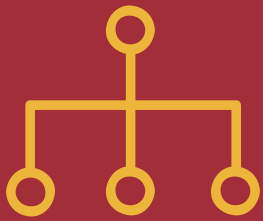
APPROACH



Applied lean principles to identify root causes.



Predictive techniques to identify causes for each segment



Developed prevention mechanism to mitigate unauthorised transactions

IMPACT



★ Plugged gaps in processes



★ Implemented review mechanism across the firm

★ Implemented review along with prediction reports to trigger interventions



Worried about poor figures? Talk to us today