

Operational Process Efficiency

Fast track
End-to-end
Practical response



Would you like ongoing operational excellence in your organisation?

Are you set to take the pressure?

Pressure from shareholders, stock exchanges and market fluctuations means that anyone with operational responsibility will want to ensure that their function is smarter and more efficient than ever before.

Driving out waste is the key message for the best operations managers in financial services as they try to meet the challenges to their business.

Are your challenges the obstacles to your success?

We understand the key initiatives and issues that will be constantly on your mind, which include:

- Service disruption or failure
- Cost
- Pressure to improve
- Staff satisfaction and retention
- Business growth and change

How do you get your operations up to the mark?

- Peer comparison
- Compare to leaders in other industries or against world class companies
- Measurement of internal improvement activities to ensure financial delivery
- Benchmarking against organisations from other industries
- Evaluate current process to highlight issues and deliver successful change proposals
- Re-work cost impact

How do you gain access to the experts that will overcome the barriers to your success?

Savantor is working in partnership with oee, a leading-edge practitioner in operations management, to deliver increased customer service and operational excellence through Operational Process Efficiency (OPE).

We are practitioners supporting implementation and measurement to deliver world-class levels of operational performance, minimising operational risk and achieving high levels of compliance.

Our joint expertise brings unique perspective on our customer's business.

Savantor is the market leading specialist in strategic advice and operational implementation in cards, payments and transaction processing.

oee is an Operations Improvement specialist with unrivalled experience transforming Financial Service operations using best practice improvement methodologies

Contact Us

Email: info@savantor.com

London Office:
68 Lombard Street
London, EC3V 9LJ, UK
Tel: +44 870 734 6250
Fax: +44 870 734 6251

Brussels Office:
Rue des Colonies/Koloniënstraat 11
1000 Brussels, Belgium
Tel: +32 2 790 3232



“Delivering operational excellence”



Working in Partnership with you

What do our experts provide?

We supplement and support your internal capability, seamlessly integrating with your existing skills base and activities.

We show you the size of the improvement prize and work with you to create traction for your improvement activities. Our aim is to help you fill your gaps through skills transfer and address structural or cultural issues.

We carry out an operational diagnostic to provide an initial view on efficiencies. We make recommendations for improvement and plan the implementation – all in a few days by using our assessment tools honed in many Financial Services operations.

On completion of the initial project, we would then work with you to deliver operational excellence in the subsequent project.

OPE in Summary

- Complementary to other initiatives
- Achieves rapid results by improving the way 'work works'
- Optimises processes, achieving more for less
- Provides fast track diagnostics to identify prime areas for operational improvement
- Enables rapid design and implementation of operational improvements
- Embeds continuous improvement

Next Steps

Call us now and one of our specialist teams will discuss your requirements with you and map out how we can bring you the results your business requires.

About Savantor

Savantor was established in 1997 and is now based in London and Brussels.

Savantor provides subject matter experts from the payment industry with a wide range of advice and operational implementation skills, based on detailed knowledge of the latest thinking within the industry.

Within the payments and transaction processing industry, **Savantor** is the leader for:

- Strategic advice
- Migrations and conversions
- Business critical implementations
- Operational best practise
- International knowledge and experience

About oee

oee was established in 1997 and is based in Oxfordshire, UK and Europe.

oee is an Operations Improvement specialist with unrivalled experience transforming Financial Service operations using best practice improvement methodologies such as Lean Service with a team of over 50 improvement leaders.

We combine:

- Business analysis skills
- Operations strategy and design
- Technical Capability – e.g. planning, forecasting and modelling
- Tactical implementation e.g. Lean Service
- Training
- Programme Management

“Faster, smarter, we will show you how.”



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1000 Brussels, Belgium
Tel: +32 2 790 3232

Registered in England No. 3420260
Registered office: 8/10 South Street,
Epsom, Surrey KT18 7PF, UK
VAT Registered No. 689136196

Benchmarking - the key to your success