



Application Delivery: *Project Recovery and Risk Management*

INTERNATIONAL FINANCIAL SERVICES FIRM

COMPANY OVERVIEW

The client is a leading securities trading, investment banking and brokerage firm specialized in capital markets, wealth management and global clearing services. With headquarters in New York, the company serves its international customer base with offices around the world.

THE CHALLENGE

In order to secure a highly strategic partnership offering significant global business opportunity, the company was under pressure to improve performance of its International Settlements processing fivefold.

The twenty-three interrelated projects designed to increase speed and enhance processing capacity were at risk. Project resources were stretched thin, new unit managers lacked necessary experience, and the challenges of coordinating a globally diverse project team and set of users jeopardized the team's ability to meet deadlines. A skilled and carefully balanced approach to managing risk and delivering results was critical.

THE SOLUTION

The company engaged TwoFour Consulting to assume overall program-level responsibility for the 23 interrelated projects and to provide ongoing support to internal project managers.

The large portfolio of projects required considerable coordination: technical, support and business teams across the United States, Europe and Asia were all involved in or impacted by this far-reaching initiative. Significant architectural and infrastructural changes went hand-in-hand with revised business process and service practices.

COMPANY PROFILE

International Financial Services Firm

Leading financial services firm specialized in capital markets, wealth management and global clearing services

CHALLENGE

Successfully manage a strategic, business-critical portfolio of projects aimed at significantly improving International Settlements processing performance.

SOLUTION

Introduce program management experts to facilitate successful internal delivery of projects

BENEFITS

- Leverage project and program management experience and expertise in financial services sector
- Structured approach to project and program-level recovery
- Hands-on support of internal project-level management
- Ongoing mentoring and guidance leading to successful project delivery

Application Delivery: *Project Recovery and Risk Management*

TwoFour Consulting leveraged its extensive program and project management experience and worked closely with the client's internal management team to quickly turn the initiative around. TwoFour Consulting played a key role in helping internal managers organize their efforts for individual projects, while also managing and providing an outsider's perspective on the total program.

THE BENEFITS

As a result of the engagement, the client's strategic initiative is on track and will deliver the necessary performance improvements in time to support the high-profile global launch. With TwoFour Consulting's program management experience and hands-on support, internal project managers are achieving an aggressive set of project milestones leading to completion.

TwoFour Consulting provided practical management support and program structure that was essential to supporting a highly strategic and business critical initiative. Through a mixture of mentoring and leadership, TwoFour Consulting enabled internal client resources to be successful in their roles and to guarantee the success of the initiative. In addition to maintaining Program Management responsibility, TwoFour Consulting has subsequently been asked to help drive Business Contingency Planning across the group and play a leading role in related projects requiring extensive coordination with other teams.

"TwoFour Consulting provided the practical management support and program structure that was essential to supporting a highly strategic and business critical initiative."

ABOUT TWOFOUR

TwoFour provides technology-enabled business solutions to leaders in the financial services industry. Headquartered in New York, TwoFour is a privately held professional services and development company that has enjoyed continuous growth and profitability. We are committed to:

- Delivering innovative solutions that solve our clients' most pressing problems;
- Anticipating and preparing clients for the impact of future industry dynamics on their business; and
- Acting as a strategic partner to leaders in the financial services industry, offering cutting edge, value-added counsel and services.



CONTACT

WHITE PLAINS:

445 HAMILTON AVENUE
WHITE PLAINS, NY 10601
PHONE: +1 (914) 220-8800
FAX: +1 (914) 220-8899

CONSULTING@TWOFOUR.COM

NEW YORK CITY:

245 PARK AVENUE
NEW YORK, NY 10017
PHONE: +1 (212) 724-3920

LONDON:

148 LEADENHALL STREET
LONDON, EC3V 4QT
PHONE: +44 (0) 20 3177 0040