



# KBC case study

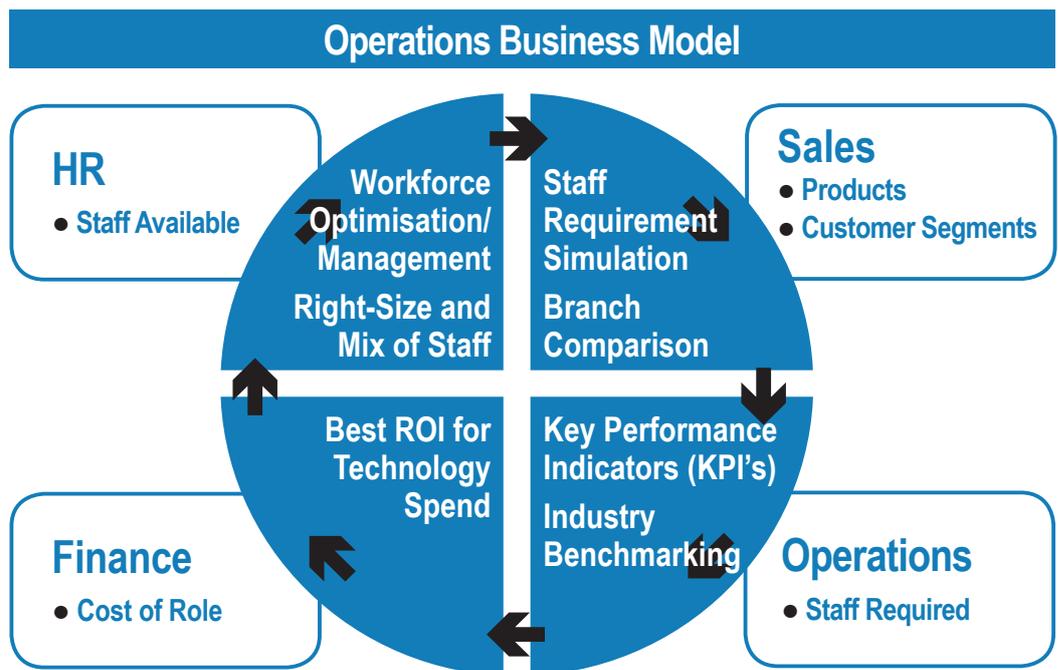


## About KBC Bank

KBC Bank Ireland is one of the leading providers of financial services in Ireland.

Established in 1973, we are part of a major European financial services group, the KBC Group (one of the World's Top 50 Banks), which is headquartered in Brussels.

KBC provides a broad range of business and personal banking services and we have built an enviable reputation for service excellence, innovation and customer value.



## Challenge

KBC Bank approached **Staff Balance** to help determine support structures for its business volumes. They wanted us to help them to improve productivity, efficiency and to identify and reduce any imbalance in the workload across teams.



*Can you afford not to talk to us?*



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*"We now have greater certainty on our required staffing levels because they are now based on facts, not estimates.*

*Staff Balance provides the staffing time and unit cost for every process and product. This in turn facilitates the creation of accurate cost/benefit analysis for new systems changes.*

*Staff Balance allows us to see the financial impact of decisions and alternatives."*

*John Delaney, Director, KBC Homeloans*

## Approach

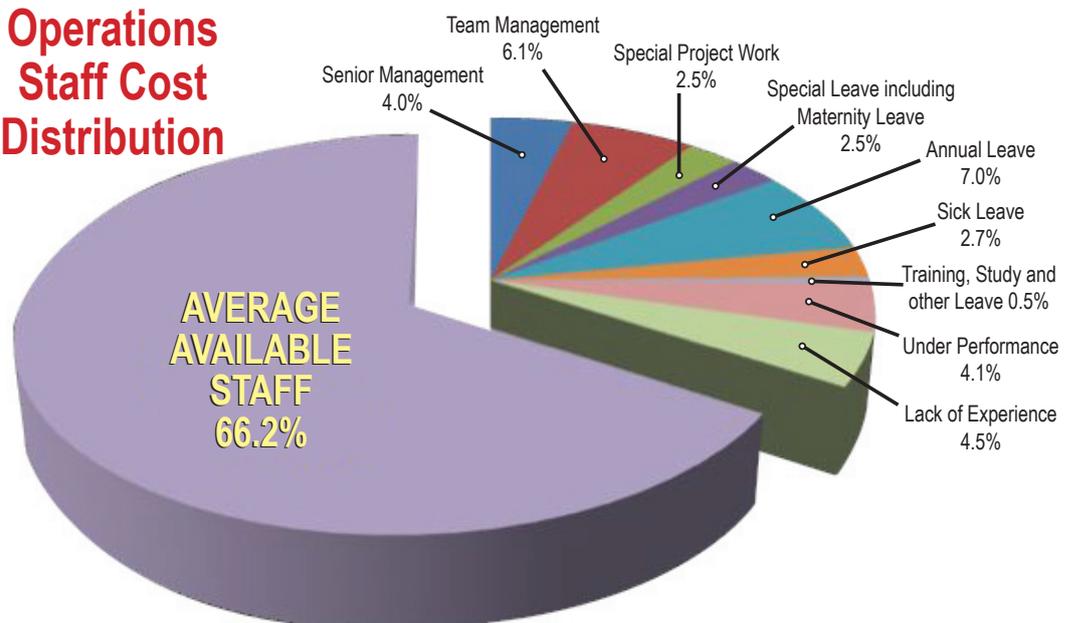
**Staff Balance** carried out analysis to develop a staffing capacity model of the operation. This provided the facts required to determine where staff spent their time and at what cost. We also provided detail on benchmarking across the teams to track KPIs. The management team at KBC Bank were trained on the capacity model / MIS reports to help them to improve the operational efficiencies of the team.

## Benefits

**Significant benefits achieved by KBC bank included:**

- ◆ Greater certainty of required staffing levels
- ◆ Development of KPI's for Executive Directors
- ◆ Benchmarking across teams
- ◆ Improved Staff morale – balancing of workload across teams
- ◆ Ability to focus on strategic business projects
- ◆ Better investment in staff training

## Operations Staff Cost Distribution



S T A F F  B A L A N C E

*Can you afford not to talk to us?*