



## HCL USES ASSISTED CAPTIVE MODEL TO **REDUCE COST OF OPERATIONS** FOR A LARGE BANKING AND FINANCIAL SERVICE PROVIDER

**ONE OF THE WORLD'S LARGEST FINANCIAL SERVICES COMPANIES WITH OPERATIONS IN 100 COUNTRIES OFFERING A WIDE RANGE OF PERSONAL BANKING AND FINANCIAL MANAGEMENT SERVICES**

### **SOME OF THE CHALLENGES OUR CUSTOMER FACED WERE**

- To set-up a Global Processing (Shared Services) Center with prime focus on migrating complex functions (traditionally never offshored)
- Cost savings/ benefits without making capital investment, along with flexibility on the scalability
- To have operational & management control over the outsourced functions
- To ensure adherence to all global & geo specific compliances & risk policies

### **HCL's SOLUTION**

- Scope of work involved transition of client's business processes (handled by 1000 FTEs) from four onshore locations (New York, London, Dublin and Luxembourg) to HCL's delivery center at Gurgaon, India
  - Fund Accounting
  - Fiduciary Administration
  - Middle Office
  - Custody & Asset Servicing
  - Security Finance
  - Shareholder services
  - Private Equity

- HCL responsible for all support functions including facility, HR/ Training/ Staffing and infrastructure
- Client responsible for business operations
- Initial start up with 1000 FTEs. Ramp up potential present over the term of the engagement

### OUR VALUE PROPOSITION

- HCL Co-Invested ~ \$ 25 Mn in transition/ resource hiring and setting up infrastructure for the client's global shared services center based on an assisted captive model
- The assisted captive model provides control of process to the client, without having to worry about setup and staffing
- The assisted captive model mitigates risk for the client

### BENEFIT REALIZATION

- No upfront investment by the client
- Seamless transition management by HCL across geographies/ countries
- Control of processes lie with the client; HCL handled setup & staffing



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BEYOND THE CONTRACT

**HCL**