



### Banking- Reprographics/Document Management

<b>Start Point</b>
<ul style="list-style-type: none"><li>• High external spend</li><li>• Duplication of effort</li><li>• No comparison of in-house team with market place</li><li>• Capability of in-house team not known</li><li>• Best practice not utilized</li></ul>
<b>Objective</b>
<ul style="list-style-type: none"><li>• Ascertain capabilities of in-house team</li><li>• Improve performance</li><li>• Reduce costs</li><li>• Reduce reliance upon outside suppliers</li></ul>
<b>Methodology</b>
<ul style="list-style-type: none"><li>• Comparison of processes with best practice</li><li>• Cost comparison with market rates</li><li>• Skills analysis of team</li><li>• Workflow analysis</li><li>• Asset survey</li></ul>
<b>Outcome Benefits</b>
<ul style="list-style-type: none"><li>• External spend reduced by 60%</li><li>• In-house team retrained to higher level</li><li>• Installed more appropriate equipment</li></ul>