



CASE STUDY

## Creating a Cross Functional Support Team for a Regional Bank

## Introduction

Connext is a leading provider of customized outsourcing solutions for businesses worldwide. In this case study, we will explore how Connext helped a regional bank overcome staffing challenges, reduce costs, and streamline business processes by creating a cross-functional, dedicated support team in the Philippines.

## Background

The regional bank was experiencing significant growth, but their internal teams were struggling to keep up with the increased workload. They were having difficulty finding qualified professionals locally, and the cost of maintaining an in-house team was becoming too high. The bank recognized that they needed to explore alternative solutions to maintain their operations while keeping costs under control.



## Creating a Cross-Functional Support Team:

After researching outsourcing options, the bank decided to partner with Connext to create a cross-functional, dedicated support team based in the Philippines. Connext worked closely with the bank to understand their specific needs and requirements, and designed a team of professionals who were trained on the bank's business processes and software.

The Connext support team handles a variety of functions for the bank, including accounting, technology and development, financial analysis, and more. By outsourcing these critical functions to the Philippines, the bank was able to access new levels of talent and expertise that were not available locally.

## Solving Staffing Challenges

One of the biggest challenges that the bank faced was staffing their various departments. The cost of maintaining an in-house team was becoming too high, and they struggled to find qualified professionals to fill vacancies. By partnering with Connext, the bank was able to solve these staffing challenges. Connext was responsible for hiring, training, and managing the support team, freeing up the bank's internal resources to focus on other areas of the business.

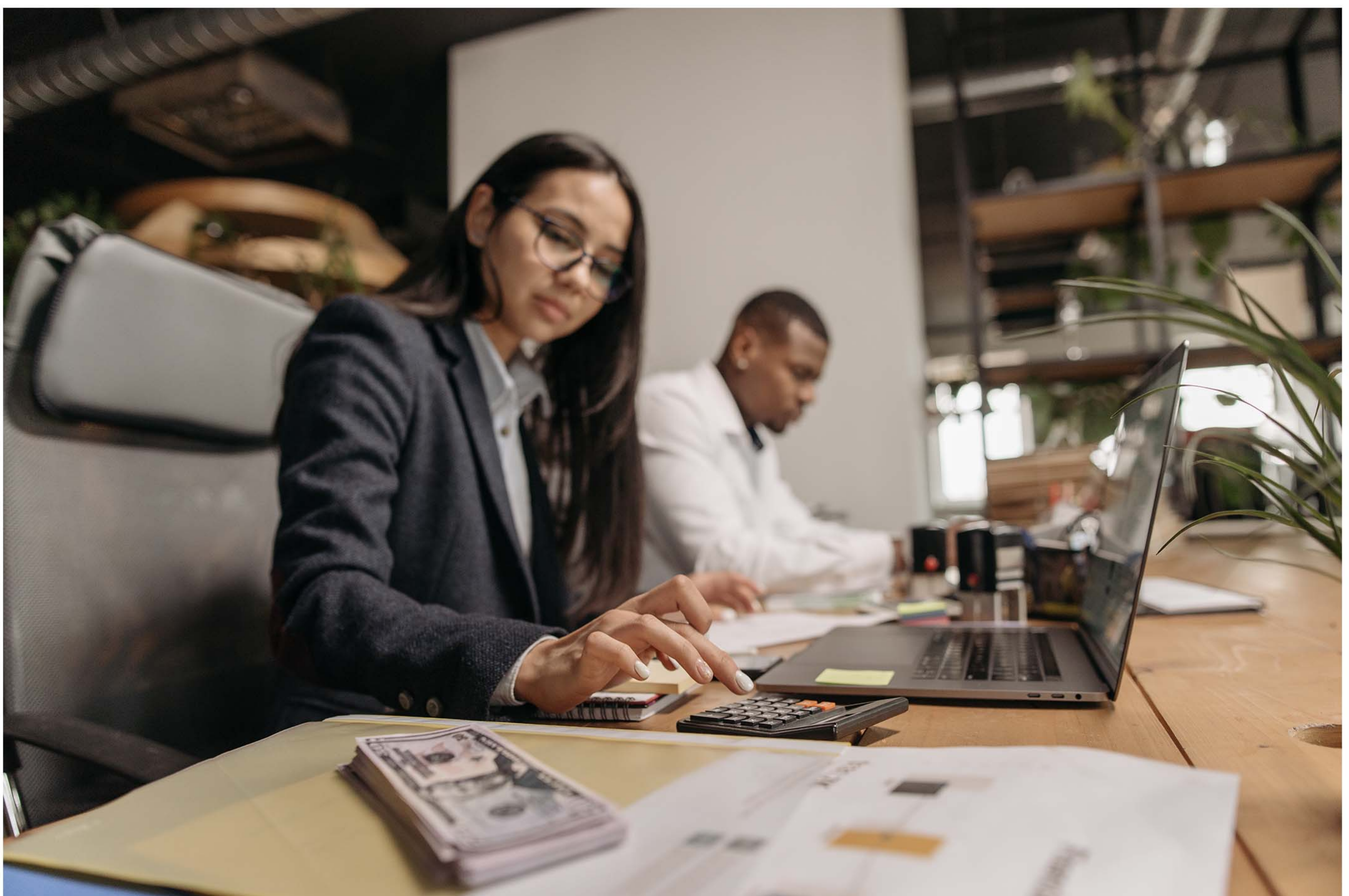


## Reducing Costs:

Another advantage of partnering with Connext was the ability to reduce costs. By outsourcing critical functions to the Philippines, the bank was able to take advantage of the lower cost of labor without sacrificing quality. This allowed the bank to redirect resources to other areas of the business, such as marketing and business development, that added more value to the bottom line.

## Streamlining Business Processes:

By creating a cross-functional, dedicated support team in the Philippines, the bank was able to streamline their business processes. The Connext support team was trained on the bank's specific business processes and software, which allowed them to work efficiently and effectively. This led to increased efficiency, productivity, and profitability for the bank.



## Results:

By partnering with Connext, the regional bank was able to significantly improve their operations, reduce costs, and streamline business processes. The outsourcing of critical functions to the Philippines allowed the bank to access new levels of talent and expertise, solve staffing challenges, and free up internal resources to focus on other areas of the business. This led to increased efficiency, productivity, and profitability for the bank.

## Conclusion:

Overall, the partnership between the regional bank and Connext was a success. By creating a cross-functional, dedicated support team in the Philippines, Connext was able to help the bank overcome staffing challenges, reduce costs, and streamline business processes. As a result, the bank was able to focus on their core business functions and continue their growth trajectory.

