Streamline your business processes for far-reaching results

EY’s Business Process Management Services practice
Today’s financial services organizations are facing a number of pressures:

• Stressed revenue streams due to regulatory changes reducing or eliminating traditional sources of returns
• Pressures to increase cost efficiency as the marketplace requires financial services organizations to move working capital to the highest-value areas
• Rapidly evolving regulations that exceed the rate of change at which companies can implement solutions
• Uncertain future compliance requirements over the coming years, further compounding the complexity of current regulations
• Demand for an enhanced customer experience becoming a key element in an organization’s ability to both retain and attract new markets

While these critical issues are difficult to address, having an enterprise-wide business process management (BPM) strategy that mitigates the highly manual nature of many functions can improve your overall performance by providing:

• Optimized business processes to reduce manual steps through process automation
• Shorter cycle times resulting from process automation combined with workflow management
• Increased flexibility to meet rapidly changing business and regulatory requirements
• Improved transparency through standard notations that are stored in a central repository
• Enhanced controls and compliance to enforce the use of the compliant business processes and provide the tools to report on compliance and exceptions

With the top 30 end-to-end processes within financial services accounting for approximately 50% of front- and back-office costs, BPM can bring numerous opportunities to make your organization more efficient, consistent and scalable and position it for long-term growth.
Our Business Process Management (BPM) Services practice works with clients to find the most value in their transformation programs to improve overall efficiency, cost savings and competitive advantage. From strategy to deployment, EY’s BPM professionals can help your organization more effectively and efficiently manage its business operations and proactively manage change brought on through competition and regulatory change. As one of the largest professional services organizations in the world, EY brings deep knowledge of financial services market forces, risk and regulatory compliance.

Our more than 500 BPM advisory professionals combined with more than 250 BPM technologists enable us to define, design and implement optimal solutions aligned to your specific industry and organizational needs. Our BPM Services practice consists of advisory strategists, system architects, business architects, developers, quality assurance professionals and project managers. They bring deep industry and technology knowledge with extensive experience in building and deploying large, complex solutions.

How EY can help

Our BPM Services practice consists of 500+ BPM advisory professionals and 250+ technologists to deliver measurable results.

EY BPM offering landscape

BPM strategy, governance and methodology

- Process architecture
- BPM technology
- Continuous process improvement

Organizational change, training and enablement

BPM implementation roadmap

- Opportunity diagnostic
- Define target state
- Pilot initial program
- Add increasing automation
- Broad rollout through COE
- BPM process rollout
  - Platform selection
  - Requirements definition
  - Platform configuration testing
- Process innovation COE
  - Certificates
  - Improvements
  - Process migration
  - Factory
- Identify opportunities
- Leading practices
- Balanced opportunities
- Prioritization
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These services can be deployed in numerous strategic areas, including:

- Anti-money laundering
- Pricing
- Fraud detection
- Know your customer
- Product determination
- Underwriting
- Client on-boarding
- Cross-sell and up-sell
- Claims processing
- Securities trade processing
- Base compliance
- Policy administration
- Vendor oversight
- CCAR
- Case management
- Complaints management
- Dispute
- Legacy system “wrap and renew”

About our IT Advisory Services practice

The BPM Services practice is part of our larger IT Advisory Services practice, which consists of 4,000 experienced IT Advisory professionals who can help you rethink how you design, deploy and manage technology. Over 2,400 of these individuals are dedicated to serving the financial services industry. We can work with you to help accelerate business performance through technology transformation, enterprise intelligence, enabling technologies, and technology risk and security. Drawing upon our global network, we assemble integrated teams with proven industry experience, functional knowledge and technical proficiency to help our clients address complex issues, including:

- Business change and transformation
- Implementation of enabling technologies
- IT strategy and operations
- Technology rationalization and modernization
- Enterprise information strategy
- Information threats and vulnerability management
- Enterprise risk management
- Regulatory and accounting change
- IT risk and assurance

Our professionals have experience working with select technology software and service providers. Unlike other major service providers, our independence and record of objectivity will empower you to make well-informed decisions based on your distinct challenges and priorities. EY’s global footprint and single modular methodology means that wherever we work, we deliver consistently. Our onshore team is complemented by global delivery centers that provide around-the-clock development and support and accelerate project execution while reducing risk and lowering costs.

Let us help you realize far-reaching results.
About EY
EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.
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About EY’s Advisory Services
Improving business performance while managing risk is an increasingly complex business challenge. Whether your focus is on broad business transformation or, more specifically, on achieving growth or optimizing or protecting your business, having the right advisors on your side can make all the difference. Our 30,000 advisory professionals form one of the broadest global advisory networks of any professional organization, delivering seasoned multidisciplinary teams that work with our clients to deliver a powerful and exceptional client service. We use proven, integrated methodologies to help you solve your most challenging business problems, deliver a strong performance in complex market conditions and build sustainable stakeholder confidence for the longer term. We understand that you need services that are adapted to your industry issues, so we bring our broad sector experience and deep subject matter knowledge to bear in a proactive and objective way. Above all, we are committed to measuring the gains and identifying where your strategy and change initiatives are delivering the value your business needs.

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