Deloitte.

# Helping a leading global bank mobilize specialist capabilities across eight countries

## Operate services | Workforce Solutions

### The challenge

Our client is a leading global bank. They were faced with complex and varied talent demands across concurrent transformation, regulatory, technology, and business-as-usual (BAU) priorities. This was compounded by jurisdictional differences and the need for workforce continuity on critical programs. They required more flexible access to specialist and operational talent, alongside coordinated local sourcing and delivery

### Our solution

Deloitte mobilized talent across eight countries through a globally coordinated workforce solutions model. Resources supported transformation, securities services, ESG disclosures, policy, data and technology, procurement and HR change, customer resolution and BAU operations.

Through the managed service model, the bank had flexible access to experienced specialists, change professionals, and operational teams. Deloitte coordinated ongoing sourcing, onboarding, local contracting, commercial approvals, invoicing, coverage, handovers and transitions across geographies.

On the strategic change program for derivatives clearing, Deloitte managed specialist resources across Asia-Pacific, Europe and the Americas through go-live and stabilization, helping maintain ongoing operations while managing key-person dependencies and changing workforce requirements.

### The outcomes

**Global capability around changing priorities**

- Accessed flexible workforce solutions support across multiple countries in Asia-Pacific, Europe, and the Americas.
- Locally tailored support in the client's operating locations from Deloitte teams while maintaining a coordinated cross-border approach.

**Flexibility across transformation and operations**

- Integrated Finance and finance-operations capability from Deloitte, through a managed service of resources across supporting change delivery, operational transformation, controls, data and technology-enabled implementation.
- Ongoing access to different talent profiles for different needs, ranging from emerging talent to individual specialists to complete operational teams
- Gained flexibility to scale, reduce, or transition workforce support as programs progressed from delivery through go-live, stabilization, and BAU.

**Continuity through critical delivery events**

- Maintained ongoing operational continuity through active management of coverage, key-person dependencies, notice periods, handovers, replacements and resource reductions.
- Client feedback indicated that the go-live performed better than expected and recognized the contribution of the global team.

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