Deloitte.

Helping a leading investment bank scale critical operations

Operate services | Workforce Solutions

The challenge

Our client is a leading investment bank. They struggled with fluctuating trading volumes, operational backlogs, and dynamic business-as-usual demands, alongside a scarcity of readily available specialist skills. They required more flexible capacity across its sell-side and buy-side operations functions.

Regulatory events created periodic spikes in demand for specialist talent capacity in legal and documentation operations. The bank did not have the agility scale beyond its internal permanent headcount.

Our solution

Deloitte established a dedicated and centrally governed workforce solutions managed service model that rapidly scaled resources across the UK, US, Central Europe, and India to meet changing operational demand.

Locally embedded teams across nine cities combined emerging talent with experienced operations professionals and specialist talent in documentation, negotiation, risk, controls, and regulation. Together, they supported ongoing operations, addressed backlogs, and managed increased trading work volumes.

Deloitte managed the full workforce lifecycle, from role definition, sourcing, and screening through onboarding, training, reporting, replacements, offboarding, and permanent conversions.

The outcomes

Operational capacity and resilience

- Deployed more than 500 resources across four countries and nine cities.
- Added capacity at the right price point without committing prematurely to permanent headcount. Retained the option to hire successful resources with no conversion fee.
- Gained scalable operational capacity through more than 500 resources across four countries and nine cities, strengthening support for more than 50 teams.
- Expanded capacity with Deloitte's resources across various operational and specialist functions.
- Strengthened transformation capability in operational resilience, controls, monitoring and testing, client implementation, and regulatory documentation.

High-quality, sustainable talent

- Maintained a 95% talent retention rate across critical operations and programmes, supporting continuity and quality.
- Built permanent capability by transitioning more than 100 resources into permanent client roles.

Continuous improvement

- Embedded practical process improvements by developing automation tools to reduce manual activity and improve process efficiency.



"The talent that was supplied was exceptional."
- Operations Manager

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