



Operations Transformation

Innovation and agility for a
changing landscape

The challenge of rapid innovation

New technologies are being developed at breakneck speed. Customers are expecting increasingly seamless interactions. And market disruptors may be forcing you to rethink your approach. How can you ensure that your organization's core infrastructure can handle this accelerated environment while serving customers and distribution partners efficiently and cost effectively?

To keep up and move ahead, you likely need advanced capabilities that deploy solutions and operating models focused on the heart of the business. Deloitte's Operations Transformation team can provide them.

"Of 250 executives familiar with intelligent technologies, 75 percent expect them to transform their organizations within three years."

State of AI in the Enterprise, second edition, Deloitte Insights

Our capabilities



Modernize the core

Operating model transformation

We apply the latest core operational solutions and operating models, helping clients to better serve customers, quickly respond to an ever-changing marketplace, and deliver winning financial performance. We do this through:

- **Operations innovation and modernization**
- **Capability-driven transformation**
- **Digital content advantage**



Enable financial growth

Payments and revenue-cycle innovation

We work with organizations to design, implement, and operate transformational "pay for performance" and payments-modernization solutions that can improve revenue capture, accelerate cash flow and working capital, enhance the customer experience, and enable financial growth and sustainability. We do this through:

- **Cross-industry payments**
- **Revenue cycle transformation**
- **Value-based care**



Think next generation

Emerging business models

We help organizations transform business operations to take advantage of disruptive business models and establish new capabilities that foster and catalyze future growth. We do this through:

- **Next-generation capability analysis**
- **Disruptive operating model design**
- **Differentiated capability implementation**

Our case studies



A payments platform to be proud of

An international leader in foreign exchange wanted to modernize its payments platform. Doing so would be no easy task: It would require an assessment of the organization's capabilities, an operational implementation consisting of the review of risk and compliance frameworks, and knowledge of market-activation best practices.

Deloitte's Operations Transformation team brought together internal and external stakeholders to secure buy-in for a payments-modernization plan. The plan addressed competitors in the market as well as fraud, compliance, and operational risks, such as those related to anti-money laundering and the Patriot Act.

With knowledge of the company's capabilities, the project's risks and compliance issues, and the market it would exist within, a successful new payments platform was launched. It has been embraced by the market and has provided substantial return on investment.



Building a modern branch

A large regional bank sought to implement integrated teller image capture and digitize branch-item processing. The objective was to conduct these initiatives while delivering quality customer and employee experiences, achieving operational objectives, and reducing costs.

Deloitte's Operations Transformation team redesigned processes to improve efficiency by reducing teller time and keystrokes and eliminating physical tickets. Cross-functional working sessions helped develop and refine key workflows, while guiding principles and design objectives helped standardize changes across multiple processes.

With processes developed supporting the bank's desired future state—complete with process owners, KPIs, and an impact summary—and wireframe demos enabling deep stakeholder understanding of requirements, the bank was able to minimize build time and limit change requests.



Schedule a meeting

Prepare your organization's core infrastructure for a rapidly evolving marketplace. Scan the QR code to download contact information for our Operations Transformation leader.



Meet the team



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