



ENGAGED BANKING TEAMS

- **Client:** Principal Bank®
- **Opportunity:** Combine and align team structure and goals between a call center and an operational team, designing collaborative processes, shared work, and visual measures; reorganize and sustain optimal performance
- **Results:**
 - Process streamlining and team performance improvements improved labor capacity by 8 FTE (27%)
 - Transferred an additional 2 FTE of operational work to the contact center without impacting call-answering performance
 - Aligned internal Collections performance with a vendor's capabilities, driving optimum debt collection organization
 - Ultimate annualized financial impact of \$500,000