

Process Improvement & Risk Mitigation at a Leading Investment Bank



CLIENT CHALLENGE

A Major Investment Bank faced fragmented middle-office governance and outdated outsourcing models.

A Self-Identified Operational Risk Incident (ORI) due to information security non-compliance demanded urgent remediation and redesign.



OUR DELIVERY

F2B provided a Process Improvement Project Manager to lead the TFF initiative:

- Re-engineered outsourcing and operations across regions
- Liaised between IMO and technology teams to deliver system enhancements
- Led risk remediation and ORI resolution
- Deployed modern tooling to drive ROI and transparency.



OUTCOMES DELIVERED

- ✓ Implemented cross-regional process improvements and cost savings.
- ✓ Delivered strategic technology upgrades with measurable ROI.
- ✓ Resolved ORI with strong compliance and governance controls.
- ✓ Strengthened alignment between operations and technology.