

Support for a US-based private, independent boutique advisory firm

24 IB and 3 BIS
FTEs

Around **10,000**
high-quality projects
turned around

91,000+ hours of work
delivered

Approximately **150**
active bankers served in
nine US and UK offices

CLIENT CHALLENGES

- » Ensuring consistent high-quality output/product
- » Difficulty in retaining onshore talent
 - Onshore bankers frequently worked beyond “regular” hours
- » Difficulty in finding a trusted partner to provide assistance during non-working hours
 - To quickly add experienced team members without incurring onshore hiring costs/risk
 - To have an integrated team with split shifts and overnight coverage
- » Utilising the onshore team more efficiently and effectively on deal-execution tasks

OUR APPROACH

- » To win one of the most competitive pilots in Acuity’s history, the pilot team ensured that delivery standards were beyond client expectations
- » The team structured 12-hour coverage with two shifts to ensure sufficient overlap with prime onshore offices; the coverage was supplemented with a nine-hour shift worked by the BIS team to provide live coverage to the US offices
 - The Acuity teams coordinated to ensure high-quality seamless delivery
- » The double-layer quality-check process with a pyramid talent structure ensured that all deliverables were up to the required standard and achieved an average C-Sat score of 4.9 of 5
- » The soft-aligned model not only ensured support to all onshore sectors but also enabled the team to leverage spare capacity to ensure cross-sector utilisation on rainy days

IMPACT DELIVERED

- » The eight-member pilot team assisting a handful of bankers quickly grew to a 20+ member team supporting c.150 bankers in all sectors; coverage continues to grow
- » Acuity's high-quality overnight support moved the client, over time, to entrust the team with shorter-turnaround projects
- » After successfully taking on the boutique firm's standard tasks and freeing up the onshore team to handle execution tasks, Acuity is now seeking more complex tasks
- » Delivered annual savings of more than USD2.5m

About Acuity Knowledge Partners

Acuity Knowledge Partners, formerly part of Moody's Corporation, is a leading provider of bespoke research, analytics, staffing and technology solutions to the financial services sector. Headquartered in London, Acuity Knowledge Partners has nearly two decades of transformation experience in servicing over 300 clients with a specialist workforce of over 2,500 analysts and delivery experts across its global delivery network.

We provide our clients with unique assistance not only to innovate, implement transformation programmes and increase operational efficiency, but also to manage costs and improve their top lines. These services are supported by our proprietary suite of Business Excellence and Automation Tools (BEAT) that offer domain-specific contextual technology.

Acuity Knowledge Partners is assisted by Equistone Partners Europe, a leading private equity organisation that backs specialist growth businesses and management teams.