



Best Practices for the Financial Services Industry

Introducing FinQuest Cost Optimization Assessment

General cost-cutting and reduction alone is not a sustainable solution – it is nothing more than a quick fix which normally impacts product delivery and service performance. Institutions should apply balanced approach; upgrade internal capabilities and improve productivity.

General rule for dealing with inflated cost-to-income ratios is to understand what is flaring the cost of the organization. In some cases, the cost is hidden at the operational end and it is in-direct, whereas in other cases, it is apparent and direct.

Detailed analysis of existing organizational cost should be acknowledged and studied, followed by isolating areas which could be improved, alternative solutions should be sought out, and lastly an impact/risk analysis should be conducted prior to proceeding with the cost cutting directive. FinQuest offers two options targeting cost optimization assessment:

Fundamental Cost Assessment

Identify Bank Strategy & Products
General Scope Definition
Management Interviews
Initial Assessment
Identification of Importance – Quick Wins
Identifying & Refining Service Delivery Level
Final Report

Full Cost Assessment

Identify Current Strategy, Operational and
Financial Aspiration Baseline
General Scope Definition for Each BL
Management Interviews
In-Depth Analysis of BL
In-Depth Analysis of Product Delivery
Final Report

**Let FinQuest guide you through our innovative approach in finding a
suitable balance between cost improvement and customer service.**