

Disrupted: Too many projects, not enough resources

Expand capacity with Broadridge
Project Augmentation Consulting Services.



MEET THE RESOURCE CHALLENGES OF GLOBAL DISRUPTION

To succeed in this year's New Normal, financial firms must have the ability to respond quickly to Covid-caused staffing disruptions and project delays. The impact from sudden absences of resources has been well-documented. "The root cause is essentially the same," writes Jim DeLoach of *Forbes*¹. "If a company closes its offices, its employees cannot perform their work if they lack the necessary remote-capable technology. Not only is no one in the building, no one is covering the bases from home or in any remote locations either. At such times, an immediate need exists for ready-to-work resources."

If you need to fill a resource gap, Broadridge Consulting Services is ready to help – either by seamlessly integrating with your current capabilities or building an external resource solution under your direct control. Here are three recent use cases:

1. Surging trade volume required "e-boots on the ground."

The global health crisis has sent stock prices and trading volume soaring. As demand doubled for one firm, it struggled unsuccessfully to find the resources it needed through conventional recruiting. Without more "e-boots on the ground," the firm faced compliance hurdles and potential business losses. Realizing their Business as Usual (BAU)-level problem couldn't be solved through one-off hiring decisions, the firm reached out to Broadridge Project Augmentation Consulting Services (BPACS). In two weeks, from the initial call to a signed Statement of Work (SOW), Broadridge Consulting Services had established a remote, certified operations team dedicated to expanding the firm's trading capacity.

2. Needed: Replacement for a reassigned manager.

One mid-sized money manager found itself strapped for leadership support to head up its critical Order Management Systems (OMS) project. When a management resource shifted to downstream operational projects due to the pandemic, the firm found that it lacked the capacity to find and engage a qualified remote replacement. Instead, Broadridge Consulting Services was able to identify, vet and present a highly qualified candidate who was subsequently hired and working remotely in less than two weeks.

3. Transitioning tasks between regions.

The pandemic has impacted operations around the world. Accordingly, many financial firms are migrating key operational processes to facilities augmented by virtual, ready-to-work specialists. Some financial firms are viewing the relative stability of the United States as way to transition some of their most critical operational processes to more secure facilities. Through Broadridge Consulting Services, several companies have already moved work from their regional teams to our virtual, stateside specialists. By using laptops configured for specific client constituencies, our virtual team members are seamlessly integrated with business functions from a world away. Already, Broadridge Consulting Services is preparing the groundwork for longer-term Business Process Outsourcing (BPO) lift-outs to meet tomorrow's wave of pandemic preparedness challenges.



¹Why CFOs Are Turning To Flexible Staffing Options In The COVID-19 Era: <https://www.forbes.com/sites/jimdeloach/2020/04/06/why-cfos-are-turning-to-flexible-staffing-options-in-the-covid-19-era/#2c953ff239b8>

KEEP YOUR ENTERPRISE ON TRACK WITH THE FUTURE

Explore a better way to meet today's resource disruptions and tomorrow's staffing challenges:

- A robust range of expert professionals to serve as operations personnel, project managers, business analysts, project management office (PMO), developers and testers.
- A means to reduce the expenses of hiring, training and administering new employees.
- Direct control of our remote staff and resources; including when to scale up or scale down the team.
- A way to fill niche skill gaps and integrate resources into large, complex projects.
- Access to Broadridge Consulting Services' vast menu of integrated services when needed.

Meeting today's demanding delivery targets rests on the ability to keep the right resources integrated with your operation.

END-TO-END, BROADRIDGE HAS YOU COVERED.

From benchmarking and strategizing through planning and execution, Broadridge Consulting Services delivers the operational intelligence you need to accelerate your firm's digital transformation.

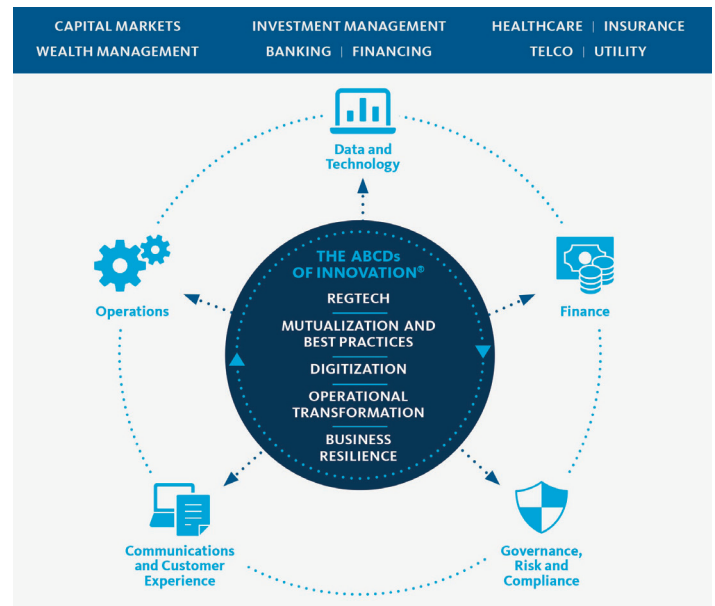
Put our unique combination of people, market presence and insights to work, including access to our wide array of strategic partners and vendors.

Discover the advantages of Broadridge Consulting Services today.

Visit us online at broadridge.com/consulting-services or to be connected to a consultant call:

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+44 (0) 20 7551 3000 – EMEA
+65 6438 1144 - APAC

Project augmentation your way: skilled resources to supplement staff or create an external team.



BEYOND INSIGHTS: EXECUTION THAT IS TRANSFORMATIONAL.

Our unique, technology-centric perspective is derived from global collaborations with the world's-leading financial firms and service providers. Broadridge Consulting Services can optimize large-scale transformation initiatives, drive efficiency and help create opportunities for growth.



MEET THE TEAM

Broadridge Consulting Services is comprised of a global team of change management experts with decades of hands-on experience in helping a wide range of institutions solve complex operational, regulatory and staffing challenges.



As Vice President, Patrick Collins brings more than 20 years of experience in consulting to every assignment. As team leader, he oversees the program management of strategic, tactical and regulatory change initiatives within foreign and U.S. multinational investment banks and asset managers. Prior to joining Broadridge, Patrick was a MiFID II Program Manager at Janus Henderson Investors. He also served as Executive Director for Goldman Sachs in both London and New York, senior project manager for regulatory change at Credit Suisse, and as a financial services management consultant at Deloitte. Patrick.Collins@broadridge.com



Allan Lumutenga serves as Director of Broadridge Consulting Services. His 13 years of change leadership experience in financial services empower his role in implementing regulatory and compliance-driven frameworks and assisting broker-dealers, retail banks, asset managers and technology vendors to navigate complex business challenges. PRINCE2-and Lean Six-Sigma-certified, Allan has held management positions in a number of critical roles in the U.S. and Europe at Tier 1 organizations as a business analyst, project manager and team leader. Allan.Lumutenga@broadridge.com



Vinayak Naik has over 20 years of experience across business advisory, management strategy and technology consulting. He has a long history of leading transformation and innovation initiatives for banking and financial institutions in global capital markets, asset and wealth management. He has held leadership roles in consulting firms as well as premier product development firms in the complex and highly regulated world of financial services. During his tenures, Vinayak has led companies, business units, operations functions and large scale projects brought on by sweeping industry reforms in North America, EMEA and Asia. Vinayak.Naik@broadridge.com



As Consultant, Grace King manages the augmentation of projects and builds relationships with our cross-regional teams – predominantly in the U.S. and APAC, to ensure we move forward with a consistent global strategy that best serves our clients. PRINCE2-certified with a broad span of business development experience in technology solutions, Grace occupies the intersection of business development, project management and business analysis. Grace.King@broadridge.com

Broadridge, a global Fintech leader with over \$4 billion in revenues and part of the S&P 500® Index, provides communications, technology, data and analytics. We help drive business transformation for our clients with solutions for enriching client engagement, navigating risk, optimizing efficiency and generating revenue growth.

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Ready for Next

Communications
Technology
Data and Analytics