



# OPERATIONAL REVIEW

Often, just knowing where you stand can help you determine the steps you need to take to improve. RPI advisors have many decades of experience of leading all types of initiatives of change and growth. As such, they can assist you in reaching the desired state or project goal more quickly and safely than you generally can on your own. After all, you and your management team have a bank to run on a daily basis.



The team at RPI works with banks to take an objective look at their existing operations, assist with new projects and balance resources and priorities for optimal short-term financial benefit and long-term franchise value.

## ONE STEP AT A TIME

RPI breaks down the operational assessment into manageable phases, each of which incorporates feedback and participation from the bank's team. From preliminary offsite research to onsite interviews and analysis, RPI's team is fully engaged with helping the bank maximize its existing investments and streamline processes and procedures.

## OFFSITE RESEARCH

During this phase of the engagement, RPI gathers the information that helps construct a full picture of existing operations at the bank—either in a specific area of focus or bank-wide. This initial research yields valuable insight not just to RPI but to the bank as well.

## ONSITE INTERVIEW AND ANALYSIS

After conducting and synthesizing the offsite research, the RPI team visits the bank onsite to engage with all personnel involved within the targeted operations.

## RECOMMENDATIONS

Finally, RPI meets with the bank's Assessment Team (either via an online meeting or onsite) to present their findings from the onsite and offsite portions of the engagement. The list of recommendations will show manageable ways for the bank to improve operations in

- Technology utilization
- Cost reduction
- Revenue growth
- Process improvement
- Service enhancement
- Accountability management

For example, during the Recommendations phase, RPI often recommends some variation of the following ideas:

- Prioritizing existing projects to maximize investment
- Investing correctly in future technology
- Maximizing existing technology for optimal ROI
- Consolidating functions to reduce redundancies
- Creating more effective and efficient work flow and service delivery

The use of RPI data benchmarks best practice process designs, while compliance management practices facilitates an operational assessment that brings the most important issues and concerns to the forefront for resolution. "First things first" drives the efforts of the RPI problem-solving advisors.

It often seems as if there is no end to the list of operational projects that banks assume. Here are a few examples:

- Maximize the return on your investment in existing technology
- Improve service levels – internally and with bank customers
- Assess new, emerging technologies against market demand
- Drive successful merger integration, functional consolidation, and charter consolidation initiatives
- Streamline processes, policies, and procedures for industry best in class performance
- Enable productive, service-oriented, and efficient support of all operations for lending, trust, deposit, commercial service, branch operations, and other business—to the extent that growth can occur on a more profitable basis
- Integrate delivery into an omni-channel presence
- Simplify account opening and service processes
- Establish successful vendor partnerships
- Measure profitability on branches, customers, and products
- Manage service levels and process quality

How prepared is your bank to manage these simultaneous demands?