

OPERATIONAL EXCELLENCE

OUR EXPERTISE

In a competitive environment with strengthening regulatory constraints, banks need to introduce new models of processes management to improve operational efficiency.

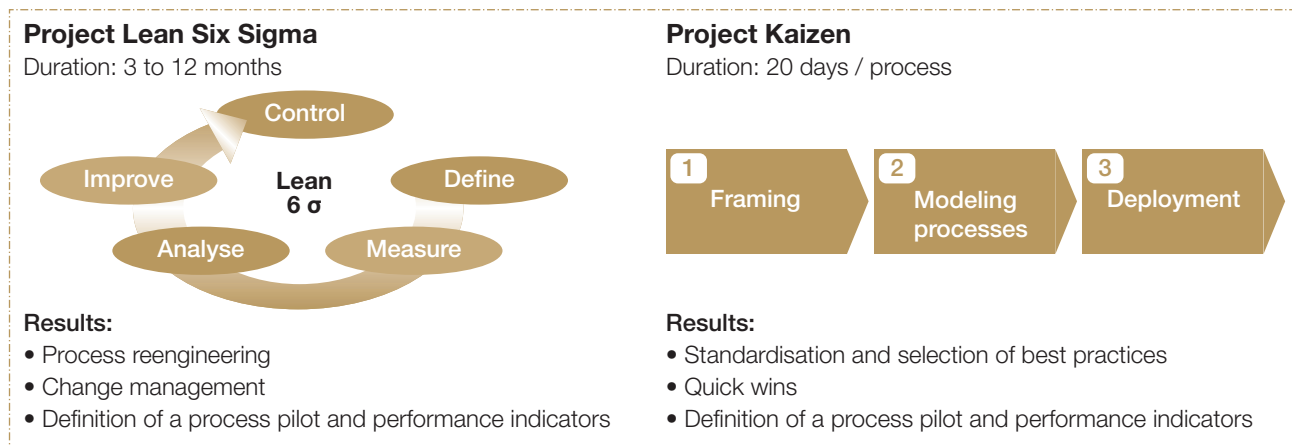
We accompany them in their efforts to optimise operational performance during the following phases:

- Audit and process mapping
- Optimisation and performance monitoring
- Change management.

We selected two approaches for continuous and sustainable improvement of performance:

Lean Six Sigma, adapted to complex issues with high stakes, seeking out an optimisation process

Kaizen, designed to share best practices and establish standards for operational efficiency and continuous improvement.



Why entrust your projects to Beijaflore?

We provide effective approaches to **Lean Six Sigma** and **Kaizen** through:

- Adaptative approaches specific to the banking sector. Our extensive knowledge of the financial sector guarantees to our customers the most relevant implementation.
- Our pragmatism. Thanks to our dual business and technological expertise, we take into account both your IT and operational constraints.
- Our customer proximity. Transferring skills internally to your employees so they take ownership to perpetuate the process.

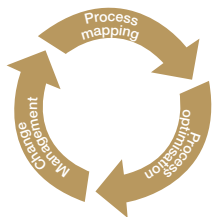
For certification of our Green Belt Lean Six Sigma experts, we work with AIT Group and Centrale Paris.



OUR BELIEF

The success of an operational optimisation approach highly depends on the capacity to involve operationals into the project and make them leaders of change.

SOME EXAMPLES OF OUR ACHIEVEMENTS



Operational excellence

*Corporate and Investment
Equities and Derivatives*

Background

Reengineering and optimisation of financial processes for equities and derivatives

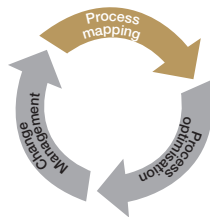
Beijaflore's approach

Project coordination on levelling of implicit refinancing control processes:

- Producing the 5 phases of Lean Six Sigma for cash management
- Project structuring: project charter, problem and goal statement, project scope, business cases
- Definition of the project package: planning, budgeting, milestones
- Process mapping
- Workgroup sessions
- Launch of the scoreboard and results comparisons reporting (PMO)
- Risk analysis and risk management
- Change management

Results

- Gain > 15 M€ yearly
- Development of tools to manage claims and back office cash
- Training of back office managers



Focus • Process mapping

European Retail Banking

Background

Industrialisation programme of back office processes based on a system of GED-Workflow

Industrialisation studies for entrepreneurs and professionals financing business line

Beijaflore's approach

- Framing processes
- Auditing of existing processes (on production sites)
- Study of impacts with other master plan's projects
- Process modelling targets: indicators, sub processes, activities, resources
- Expressing needs
- Functional testing
- Writing process documentation: procedures, specifications, operational guides, user manuals

Results

- Project charter
- Assessment report and study of scenarios: analysis of risks, impacts, opportunities (SWOT)
- Modelling of existing and target business processes
- Comparison of existing and target systems: organisation, applications, processes
- Redefinition of the industrialisation strategy for business sector



ABOUT BEIJAFLORE

Beijaflore accompanies major accounts in the initiation and the conduct of their transformation and development projects by providing them with a comprehensive consulting expertise: from programmes in strategic management to consulting business processes with sector key stakeholders.

Our ambition is to help our clients accelerate the success of their projects and control the impact of changes on their organisation and teams.

Created in 2000, Beijaflore is now located in France, Belgium, Switzerland and Morocco, and counts over 800 employees.



Focus • Process optimisation

International investment bank

Background

Management of validations for structured products

Beijaflore's approach

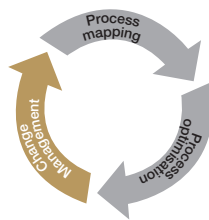
- Team management: recruitment, training of newcomers, definition of daily goals team, solving of bottlenecks
- Suspends' management / templates' negotiations with counterparts
- Writing of procedures and documentation
- Implementation of KPI
- Improvement of business monitoring tools
- Identification of products to "STP"

Results

- Reduction by 4 of the number of suspends
- Establishment of an efficient validation process with front office team
- Establishment of a weekly dashboard presenting the team results
- Team in charge of day-to-day confirmations

They trust us

AG Insurance • AIG • Allianz • AXA • FRB • BNP Paribas • BPCE • Euroclear • Fortis • ING • Natixis • Société Générale



Focus • Change management

International investment bank

Background

Front to Back and Cross Asset project: redefinition of tools for Trade Capture and Trade Management, rate derivatives, Vanilla and Exotic

Change management of middle, back office and accounting

Beijaflore's approach

- Participation in the stream of change management: team structuring, planning, progress monitoring
- Design of the structure for streams and deliverables: types of training, communication and media to provide
- Targeting of all entities / actors impacted (Cross Asset)
- Gap analysis of business processes
- Redaction of deliverables to assist with the description of operational procedures
- Organisational proposals for a new structure Vanilla and Exotic
- Preparation of training materials
- Organisation of 1st level support for post implementation
- Coordination with IT teams and front office deployment teams

Results

- Training of 500 users (1000 users in total)
- Deployment of 1st batch with success (operational processes)
- Reconciliation of Vanilla and Exotic chains
- Improved STP rate
- Automating the generation of confirmations including all negotiated / technical events



THE ADVANTAGES OF BEIJAFLORE PERCEIVED BY OUR CLIENTS

Lasting results

From the understanding of issues to the implementation of solutions, we build customised approaches for lasting partnership with a single objective: achieving measurable and sustainable results.

A real expertise

To provide maximum value to its clients, Beijaflore is organised around specialised practices, each dedicated to a field of activity.

Expertise renewed

Our expertise centers develop skills and mature mastered methods to provide expertise from start to finish on the major subjects of our areas of intervention.



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