

case study

The “Interactive Statement Dashboard”

The Challenge:

A top, financial services client of Quantum Group’s was searching for an improvement to their Advisors’ quarterly, 4-color, personalized statements. The process held communication barriers that needed faster throughput.

The Solution:

Quantum Group provided their client with the Interactive Statement Dashboard. The Dashboard provides real-time viewing of a client’s statement production cycle from start to finish.

The Story:

The client needed a smoother process of delivering their Advisors’ statements. Some of the production cycle was running smoothly, but other parts were inefficient. For instance, printing the personalized, digitally produced, 4-color statements was not the delay; rather, the process of communicating between all organizations resulted in delays. The goal was to finish distributing statements to the retirement investors faster.

As an integrated print and marketing automation services provider, one of the unique attributes Quantum Group offers clients is their {the clients} ability to view the statement production cycle – in its entirety. Quantum Group was able to improve this client’s statement process by adding real-time interactive communications.

Quantum Group developed an Interactive Statement Dashboard whereby its clients can literally view the statement production in progress. This starts with the dashboard visually displaying the times of transmitting FTP files and continues with proofing, printing, inserting, metering and finishes with delivery times. The team can enter particular instructions anytime throughout the process to direct specific processes by client (i.e., Advisor). Checkpoints are held throughout the cycle for proper reconciliation and if errors exist, they can be visually noted. All told, the Statement Dashboard allows the client’s call center to stay in sync and present immediate results to each Advisor.

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The Result:

Quantum Group’s client achieved their goal of delivering statements to their Advisors’ retirement investors within 72 hours. More significantly, however, are the smooth operational benefits both the client and Quantum Group have experienced with the Interactive Statement Dashboard – improved communications with real-time interaction provided:

- >> Approximately 50% FTE savings;
- >> 100% on-time delivery; and
- >> 99.98% quality.

The Interactive Statement Dashboard is a strong invention for its comprehensive, graphical accountability during each element of a statement cycle. Clients can measure, manage and significantly reduce risks. When efficiency goes up, it’s inevitable that cost will go down.