

Overview

A \$19 billion global private equity firm outsourced their long-term reporting support needs using the SteelBridge Center of Excellence managed services model. The client was able to successfully manage frequent and complex financial reporting request without needing to provide extended notice by using SteelBridge’s in-house developers and business analyst experts. Using the CoE support model also gave the client the ability to carry over unused hours when not needed or pay as they went for more hours. The CoE support model gave the client on-demand resources without the extra overhead.

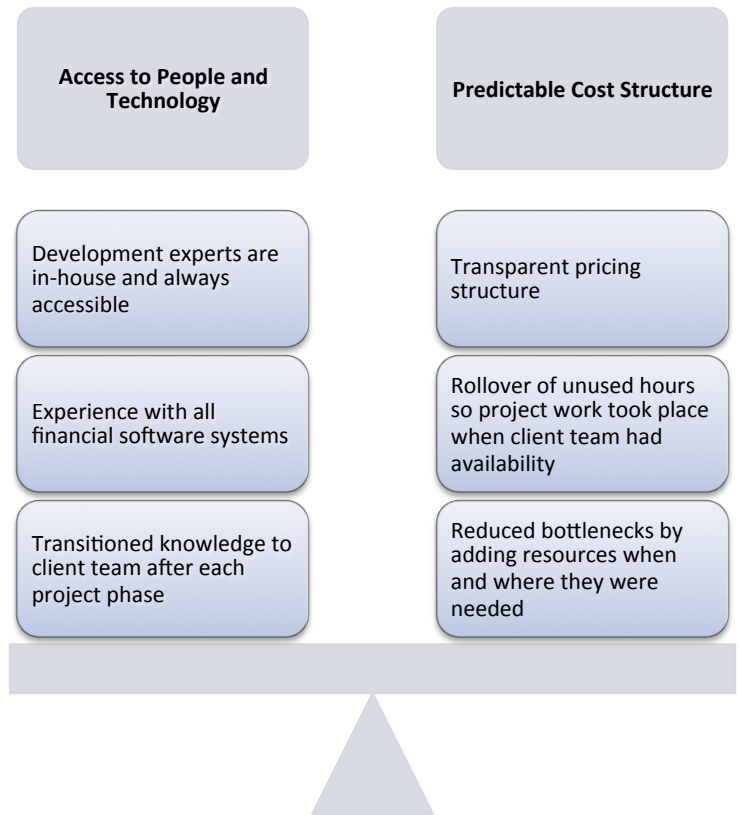
Client Challenge

- Client report creation process was highly fragmented and inconsistent; it was not clear what report was needed for which request
- No confidence in reporting results; reports needed to be checked every time since report source was unclear
- Little access to industry experts; client desired to know industry standards for reporting
- Lack of set processes for reporting to simplify and standardize their monthly reporting package

SteelBridge Impact

- Fully outsourced report support; provided “on-call” report support using in-house development and business analyst experts
- Met client deadlines for time and quality so that reports went out the door on-time and accurately
- Standardized processes, reducing inefficiencies each time a request is made
- Eliminated turnover concerns by relying on team with deep bench and cross-trained resources

Project Approach



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