# Reducing Customer Cost

## Financial Services Company

## Challenge

A national bank's initial financial services cloud (FSC) implementation was incomplete and over-customized.

- The legacy systems created inefficiencies and long call handling times, and agent onboarding took up to 7 weeks with full attrition.
- A large feature backlog and lack of reusable architecture impeded scalability for the customer service agents.

## Solution

TEKsystems Global Services rebuilt the customer's FSC using reusable native Salesforce architecture.

- Established an agile delivery model with dedicated onshore and offshore teams.
- Prioritized features for immediate business value and cross-team use.
- Designed a unique approach for customer identity verification and service process automation.
- Delivered key features, including Detokenizer, Customer Search, Home Page, and Transaction View.

## Results

Our comprehensive solution delivered key business outcomes.

- Achieved more progress in 4 months than in the previous 2 years—accelerating feature adoption by over 200%.
- Reduced average call handling time by 5+ seconds and enhanced efficiency by approximately 8-10%.
- Cut agent onboarding time by nearly 30% through simplified workflows and reduced system complexity.
- Decreased technical debt by over 40% via the strategic use of standard objects and minimal Apex custom code.

## Accelerated

time-to-value by 20% by applying Salesforce best practices and eliminating unnecessary customization.

## Reduced

operation overhead by 20%+ by sunsetting legacy systems.