

CASE STUDY



Resourcing partnership: Large-scale remediation project A global wealth and asset manager

Delivering a large-scale remediation programme for a global wealth and asset management firm, in strategic partnership with a Big 4 firm.

Challenge

A global wealth and asset manager had found potential issues with members' Protected Tax Free Cash in some of its pension schemes. The firm needed the right combination of technical resource and operational clout to deliver a large-scale remediation project to avoid any further reputational damage

Delivery

The firm selected TCC to partner with a Big 4 firm in a joint-delivery model to meet the project's challenging needs. We were chosen for our industry reputation, strategic partnership approach, trusted expertise and operational breadth – supported by in-depth sector knowledge and an agile resource delivery model.

TCC Solution

Leveraging our capability as a leading provider of skilled, high-quality interim resource to the financial services industry, and as the dominant supplier to the wealth sector, we rapidly deployed the skilled resource, at all levels, required to augment our partner's team and ensure timely programme delivery.

The success of the client's project depended on the flexibility of our agile resourcing model.

- Our extensive, 30,000+ resource pool includes some of the most experienced and highly qualified pensions and investments technical reviewers in the UK.
- Along with our specialist file reviewers, we provided exactly the right skills and experience needed to augment our partner's existing team and hit the ground running.
- Our subject matter experts (SMEs) were on hand to provide technical oversight and lead quality control, ensuring the highest standards were met and eliminating the risk of rework.



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Outcomes and benefits

Our collaborative approach, technical expertise and smart allocation of resource led to a seamless project delivery.

- The entire remediation programme saw an unexpectedly low level of complaints (less than 3%) and a customer satisfaction rating of 94%.
- Our client consistently provided positive feedback, noting the high levels of customer service our combined team delivered.
- Our flexible and scalable resourcing model enabled us to provide resource with the right knowledge and experience needed to deliver the project, including highly skilled pensions technical SMEs who were crucial to successful delivery.

Thanks to our complementary skills and successful collaboration, this partnership delivered the right outcomes for our client and its customers.



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