CASE STUDY

Specialist resourcing: Strategic partnership

Big 4 - Professional services firm

TCC Group has a long-term strategic alliance with a Big 4 firm as the sole supplier of high-quality resource across a range of sectors and business functions.

TCC Group solution

For over two decades, we've been providing specialist interim resource to support our client's countless business functions, including:

- Risk
- Remediation
- Past business review
- Change and transformation
- Technology
- Complaints servicing
- Financial crime
- Training and development, and many more.

In addition to the financial services sector, our capability spans multiple industries, supporting clients across IT and software, public sector, healthcare, pharmaceuticals, automotive and legal sectors.

Major high street bank: Large volume resource scale-up

Operating to rigorous standards, TCC Group carefully designed an intake plan of 50+ interim resource per week across two locations, to achieve and sustain a headcount of 1,100 resource. Working closely with the end client and our Big 4 partner, the TCC Group team consistently met the client's stringent productivity and quality targets. The project closed after 61 months of successful operation.

Wealth management: Pensions and investments reviews

With increasing levels of scrutiny in the wealth advice sector, TCC Group deployed an initial team of 20 associates with mixed qualification levels to support reviews of both pensions and investments. Following the initial success, the project continues to expand.

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Tier 1 Bank: Financial difficulties – case handlers

TCC Group is actively resourcing experienced financial difficulties case handlers to support vulnerable customers who have fallen into arrears. At its peak, we were deploying a team of 200 associates. Following operational improvements, a consistent headcount of 160 resources is maintained.

Automation robotics

TCC Group has resourced 50 specialist roles across a wide range of technology areas, including automation engineering, software development, dev-ops, project and change management, and service desk support. The success of this project enabled our partner to significantly expand its client base.

Superannuation early release

Under the backdrop of COVID-19, TCC Group created a bespoke work-from-home solution for our partner, consisting of 15 associates – and the team was operational within one week.

Working with TCC Group

- 20+ years of strategic alliance
- 300+ individual projects serviced
- Worked with 50+ clients in the UK, EMEA and APAC
- 8,000+ resource deployed
- 500+ different role functions resourced

Delivered in partnership with Momenta, a TCC Group company.

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