

Case Study

Document Services for a Global Investment Bank



Challenge

- An investment bank was struggling to meet presentation graphics needs under growing cost-control pressure without sacrificing quick turnarounds, the ability to handle volume spikes or the wide spectrum of work complexity
- Lack of unified global standards and documented regional differences made it difficult to use existing global offices to effectively balance workloads



Solution

- Provided dedicated teams of highly skilled graphics specialists from Integreon's delivery centers in Mumbai, Manila, and Fargo, delivering 24x7 support for client offices worldwide and BCP
- Ensured consistent high-quality work product through comprehensive training and a rigorous "shadowing" process before handling live client work
- Documented global standards and regional differences, and developed training and certification programs for supporting other locations



Impact

- **\$500K in direct savings per year with higher quality and faster delivery**
- More consistent adherence to global standards, resulting in **better branding and fewer errors**, as well as **improved load-balancing** between locations
- A **fully integrated Integreon team** providing **flexibility during peak periods**