



Acorn Systems

## Cost & Profitability Management for Financial Services

### Better Technology for Managing Costs and Profitability

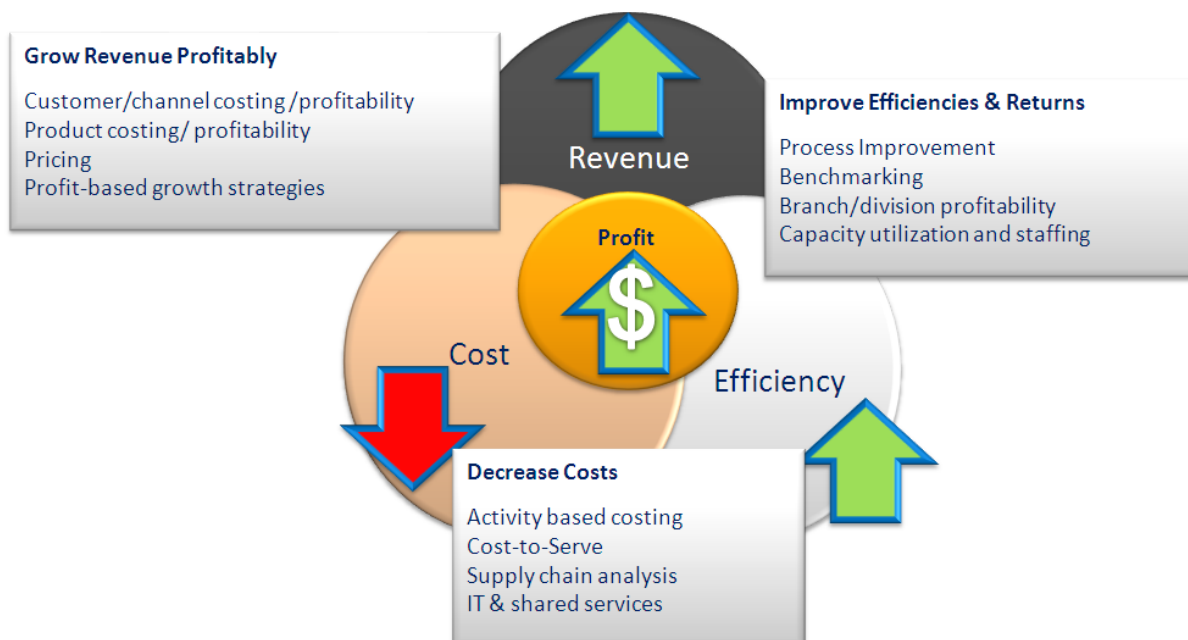
It is in the very nature of a Financial Services organization to manage their costs and profits during the growth of the company. Some organizations are centralizing their support services, like IT, and want to accurately manage costs and chargeback to multiple cost centers. Others want to plan for future staffing capacity. Some companies need to track profitability by branch, customer, product, or channel for better strategic decision making. However, in most cases, existing systems do not have the scalability and sophistication to handle the complex processes and high volume. Further, too much time and input is required for data processing.

Leading financial services organizations leverage Acorn Systems for:

- Developing cost/chargeback systems for central support services (IT)
- Product, Customer & Channel Profitability
- Enterprise-level Activity Based Costing
- Capacity Planning
- Branch Profit/Costs
- Operational Improvements

In short, financial service organizations need better technology for driving costs against the parts of the business that drive performance.

### Acorn Can Help You Increase Net Profitability and Reduce Costs



Here's how some companies are managing costs and profitability using Acorn Systems' unique consulting methodology and advanced business analysis solutions.

### Case in Point: **Costing and Chargeback Systems for Central Support Services**

#### Global financial services company allocates IT service costs with Acorn Systems

One of the world's largest financial services companies needed to automate and improve the accuracy of its shared IT services model. Departments were being charged for services they didn't use, and charges were impacting bottom lines and bonuses. Further, the spreadsheet system used to recover expenses could only be accessed by one user at a time, lacked an audit trail, and was cumbersome due to the sheer volume of data. By implementing Acorn Systems' multi-user solution, the company was able to centralize, automate and systematize the process of calculating the fully loaded costs of shared IT services. When an individual uses a service, IT charges the department for that call. Since the system calculates rates, IT can explain how chargebacks are derived and which expenses contributed to them. Further, the cost allocation solution gathers information on the key cost drivers, which the company plans to leverage to improve operational efficiencies and business decision-making. Now that the system is operational in North America, the company is implementing the solution in Asia and Europe and standardizing their service offerings. With uniformity across the board, the company will know the true costs of various IT services in different regions.

### Case in Point: **Capacity Planning**

#### Top insurance brokerage creates capacity plan to meet anticipated demand

The Private Client Group (PCG) of one of the largest insurance companies world-wide was experiencing explosive growth and wanted an analytic tool to help plan for future resource capacity – particularly the human resources that would be required to staff and service the anticipated growth in policies. Using Acorn Systems' solution for capacity planning, the PGC could feed an operating model with forecasts of product volume and mix, by region, to produce the specific human resource capacity that must be supplied, by skill level and region, if the aggressive growth plans were to be realized. Since insurance employees serving sophisticated customers require considerable education and training, the analytic model gave executives adequate time to hire and train employees to service anticipated demands in future periods.

### Acorn Systems' Enterprise Performance Suite (EPS)

Acorn Systems makes sustained profit improvement possible. By combining a unique consulting methodology with advanced business analysis software, Acorn Systems delivers powerful tools for organizations to measure and identify key areas for profit improvement.

Contact Acorn Systems to learn about improving your company's profitability.

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