

## Case Study – Income Reconciliation and Allocation

Our client, a FTSE Listed Wealth Management Firm, approached us following the implementation of 3<sup>rd</sup> party income reconciliation software



### The Challenge

- KBCI were called in to assist a wealth management firm with a Financial Advice proposition to conduct a review of their Income Reconciliation and Allocation model, where only a subject matter expert could assist.
- Their main requirements were to ensure that income received by them was accurately processed and that Financial Planners received the fees due to them in a timely manner



### Our approach

- To identify the efficiency of the current model, we employed an operating model review with a narrow scope.
- Using interviews with the key team members of our client, observations of working practices and liaison with the 3<sup>rd</sup> party software supplier, we built up a picture of the current state.
- We subsequently reviewed their existing documentation to ensure that it was fit-for-purpose.
- We identified processes where the existing model led to potential breaches of the existing and future regulation in the UK across a number of different regulations.



### Our Impact

- Our clients deployed a conventional operating model and our objective lens offered important validation of this, given the criticality of the operations from a client and regulatory perspective.
- We delivered a number of change and enhancement recommendations to our client. They understood what was needed to achieve future compliant policies and procedures, and we worked with them to resource and shape a project team capable of delivering the identified changes.

- Given the constraints that clients face in undertaking change work, we worked with them to identify the opportunities for quick-wins early on and longer-term improvements that could be made when feasible.
- Knowing what is needed is not enough – you need a specialist with practical experience to deliver the changes