

# ALLIED IRISH BANKS CASE STUDY



## About AIB

Allied Irish Bank is one of Ireland's major retail banks serving personal, business & corporate customers, with approx. 9,000 staff serving over 1.8m customers. AIB also offers a full retail service to personal and business customers in Northern Ireland, whilst offering Corporate services in GB.



“ Workware and AOM from ActiveOps have been critical in aiding our understanding of resourcing needs and helping us to plan specific training, ensuring we keep the right skill set and cover. The Variance meeting has given great insights into the impact of change on our BAU operation and helped us adjust upcoming plans to allow for it. ”

## Business Challenge:

The Bank's Operations Management were seeking a solution to primarily improve operational efficiency, employee satisfaction & professionalise the running of Operations in the Bank. Some of the issues experienced included inconsistent language & method of collecting/interpreting data across Operations and limited visibility of team performance.

The objective therefore was to identify and implement a solution to provide a single performance data view of all operations, visibility of workload & resources and a consistent way of working across all back-office operations. Spanning 78 teams in disparate locations the adopted solution needed to replace spreadsheets and manual reporting to enable improvements in planning and resource sharing.

## The Solution

Workware and the Active Operations Management (AOM) method from ActiveOps was selected after a short round of consultation with existing ActiveOps customers which enabled AIB to recognise ActiveOps as a market as a leader in Digital Operations Management.

In total, in excess of 900 Workware licenses were initially deployed in conjunction with over 100 managers and team leaders being extensively trained in the AOM methodology. Developing on this, a Centre of Excellence was established & a network of AOM Leads & Champions were trained providing local support.



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## Benefits

This significant investment in people by way of training in new methodology & technology meant that within 18 months of implementation, the following quantifiable business benefits were observed;

- **23%** uplift in productivity
- **11%** increase in complex productivity
- **27%** reduction in correlation between work in and productivity
- Over **100** team leaders and managers trained in the AOM methodology

The team leaders were now able to accurately forecast work volumes, address skill deficits and utilise resources better. Through a consistent framework of meetings and interpretation of operations data the management were able and willing to loan team members between teams.

### In summary the other benefits include:

- A single, trusted view of all operations data
- Clearer reporting lines across disparate locations
- Resource sharing
- Demand driven planning up to 12 months ahead based on accurate historical data
- A consistent and frequent business framework of meetings providing clearer insights on business trends and resources.

As a result, any team-based silos that existed were removed and AIB were able to reduce overtime and temporary hiring costs as a result. The wealth of data AOM provides also enables AIB to focus on their journey of continuous improvement.



## ActiveOps – Manage Differently

ActiveOps is a leading provider of digital operations management solutions to financial services, BPOs, governments, healthcare, and other service industries.

Our cloud-based solutions are proven to optimize operations, reduce costs, and improve service delivery and staff well-being. Customers can confidently prepare for, and then run, their service operations taking full advantage of the benefits of transformation programmes including RPA, automation, digitization, and outsourcing.

Workware™ enables the optimization of individuals, robots, teams, and departmental resources from a single application.

Operations data is aggregated, analyzed, and presented in real-time. Using Workware, managers can quantify work and time, identify capacity, identify processes to be automated, and plan resources.

The Active Operations Management (AOM) Method embeds a consistent and sustainable framework of operations best practices. Operations professionals are coached to maximize the data through collaborative capacity planning, structured review meetings, and skills development.

ActiveOps operates across the globe from offices in the USA, UK, Ireland, India, South Africa, and Australia.

Website: [activeops.com](https://activeops.com)