



Document Management Health Check

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SERVICE

Delta Capita's Document Management Health Check provides a rapid assessment of your approach to document management today and create a roadmap to a fully optimised customer journey.

It uses a predefined process to guide clients towards standardized document collection, comprehensive reporting systems and workflows, effective checks and balances, and clearly defined roles & responsibilities.



OUTPUTS & DOCUMENTATION

- ▶ Validation of vision vs current state
- ▶ Project scoped and feasibility understood
- ▶ Current state understanding and market awareness
- ▶ Defined governance and communication
- ▶ Clear recommendations enabling:
 - ▶ Streamline document collection and organization
 - ▶ Enhanced compliance and governance
 - ▶ Optimized data extraction and accuracy
 - ▶ Informed decisions through comprehensive reporting systems



WHY IT'S IMPORTANT

Document management is often difficult, and in many instances, very manual for financial institutions (FIs) and their customers. When processes are not streamlined or automated, it can lead to excessive outreach and confused, frustrated customers. Ensuring consistency in policies, processes and procedures is also critical in reducing duplication of effort, regional inconsistencies and gaps, and ultimately, costs.

There are a myriad of technology solutions in the market claiming to solve these problems, however many organisations often still need to undertake a critical piece of work to harmonise their approach to document management. If this is not completed, processes remain broken, duplicative and ineffective, which means the full potential of new technology is not realised.

This is where DC help.



KEY FEATURES

Structured Transformation

- ▶ Detailed governance structure, RACI and terms of reference from the outset
- ▶ Define scope, goals, objectives, and KPIs to track progress
- ▶ Define the methodology, roles & responsibilities and timeline for the Health Check

Forensic Validation

- ▶ Assessment of current document management processes and technology
- ▶ Identify pain points and inefficiencies
- ▶ Map current process, touchpoints, and stakeholders
- ▶ Summary of key findings and recommendations to key stakeholders

Expert Planning

- ▶ Detailed project plan with timelines, resources and actions
- ▶ Prioritisation of areas for improvement based on impact
- ▶ Determine changes required, including to policies and procedures, technology requirements, and training

The DC Difference / Domain Expertise:

Industry Know-how

- ▶ Understand current position vs the wider marketplace
- ▶ Build a real-world understanding of feasibility
- ▶ Avoid pitfalls with real-life transformation delivery
- ▶ Get an expert opinion on strategy



APPROACH

Rapid current state analysis including reviewing all or some of the following functional areas:

1. Structured coverage of key subject areas with workshops, shadowing and questionnaires (where applicable) to assimilate knowledge and gain understanding
2. Focused energy on the specific questions at hand, gathering the views of internal stakeholders and experts and adding in DC's experience to define an approach or answer the critical questions
3. Review of project/programme structure and governance to ensure success
4. Regular check-ins with stakeholders on progress and direction to ensure that the direction of travel can be adapted to new information
5. Production of key deliverables to answer the questions posed
6. Minimise impact on key client Subject Matter Experts by keeping meetings targeted and spreading the impact over the study period

This approach can be tailored to the specific requirements of the problem statement and is flexible to allow for extension and follow on activities.



TOOLS

Delta Capita has its own toolset for delivering outputs and managing the study. These include:

- ▶ DC Scoping Grid
- ▶ Health-check Scorecard
- ▶ Plans (Monday, MS project, Excel)
- ▶ Requirements capture (Mural, Flowcharts, Excel)
- ▶ Pre-structured Powerpoint and Word documentation.
- ▶ DC's proven methodology

We will use the client's preferred tools wherever available or preferred.



STRUCTURE AND DURATION

- ▶ Typically around 2-4 weeks effort, with activity normally taking place over 1-2 months depending on complexity and availability of client resources
- ▶ Typically a team of 2 analysts supported by a manager and overseen by a DC Partner
- ▶ Team tailored to the knowledge and skillset requirement



SIZING AND PRICING

- ▶ Dependent on the specific ask, typically determined by the complexity and scope of the study.
- ▶ Between 3-10 days
- ▶ Between £10k-30k depending on coverage



SKILLS / KNOWLEDGE

- ▶ Project management / Planning
- ▶ Experience of variety of FS operating models
- ▶ CLM strategy and customer journey design for financial institutions