

## Case study: Academy Solution in action for credit card provider

Equiniti Hazell Carr assisted a major UK Credit Card Provider by providing Academy consultants to assist with reactive and proactive PPI complaint handling.

Equiniti Hazell Carr was selected via a competitive tender exercise in 2011 to assist the credit card provider with a peak in PPI complaints. The project subsequently increased in size as volumes increased. Equiniti Hazell Carr was later selected to deliver the organisation's proactive PPI review project.

The Equiniti Hazell Carr team operates as a business division in its own right, which is fully staffed and managed by our team from the client's site. Skills being provided include administrators, call handlers, complaint handlers, quality checkers, team leaders, operations managers, workflow co-ordinators, trainers and a senior operations manager.

The Academy Solution is now being used to assist the Credit Card Provider with most key project deliverables, including telephone queries, data gathering, resolving complaints and queries, issuing resolution letters and general administration tasks.

Total team headcount has adjusted over time to meet changing project requirements and has been ramped up to 500 consultants, who are working on a range of different project workstreams. Around 60% of the consultants now working on the project are Academy consultants, which has enabled the Credit Card Provider to significantly reduce operating costs. Key management roles, including the onsite Senior Operations Manager are occupied by permanent Equiniti Hazell Carr staff.

The client and its key stakeholders have been enormously pleased with the progress of the project and the cost benefits that the Academy Solution provides.