

Major Retail Bank – PPI Remediation Programme

The Task

Momenta was required to supply **1,100 experienced contractors** to undertake case handling, quality checking and team leading roles within a pre- assembled project team, to support a major Remediation programme.

Our Solution



Operating to rigorous standards, and against a challenging intake plan Momenta delivered weekly intakes of 50+ people across several roles



Momenta also developed and implemented a graduate programme, which included delivery of pre-deployment training and coaching through on project training to ensure the highest quality resources were available to support our client



Graduates were deployed within the experienced contractor teams and over the duration of the project delivered a cost effective, alternative labour source for our client



On-site Momenta support was available to manage performance concerns & any day-to-day issues with our resources, ensuring our client could focus on the delivery of the project

1,000 roles placed

Cost effective solution delivered to meet varying demand

Client Outcome



Momenta’s resources played a critical part in the successful delivery of the project, providing flexibility and capability to scale at speed



Over 1,000 resources supplied across more than 20 roles



Productivity & Quality requirements met over a 6-year period

Consistent Quality resources supplied