

# Major High Street Bank

## An extensive PPI remediation programme

### The task

In conjunction with one of the big 4 professional services firms, 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.

### The solution

Operating to rigorous standards, Momenta commenced deployment of contractors following a carefully designed intake plan. Through weekly intakes of 50+, the target number for each role was achieved on time.

Momenta also deployed a small, dedicated team drawn from its own internal employed staff to assist the project operations team in managing the contractual queries that inevitably arise in a project of this size.

Working alongside the professional services firm, Momenta also developed and implemented a graduate programme, which included delivery of pre-deployment training, coaching through initial onproject training, and ongoing CPD through a sponsored professional examinations initiative.

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.

### The outcome

Through the 5 years of our engagement on the project, we worked closely with the incumbent, operational project management team, initially the big 4 professional services firm and later the client's managed service supplier. With a backdrop of two location changes over the projects lifespan, and through numerous operational stages - typically driven by changes in case type or spikes in case flow - the Momenta team consistently met the clients stringent productivity and quality targets. The project finally closed after 61 months of successful operation.

“The team consistently met the clients stringent productivity and quality targets for 61 months of successful operation.”

- ✓ 1,100 experienced PPI Case Handlers supplied
- ✓ 50+ weekly intake