

Collections platform consolidation

Role: Digital transformation and supplier governance lead. Organisation: financial services firm (anonymised). Period: 2024.

Overview

Business case for collections platform consolidation in a regulated context.

Evidence highlights

- Board-approved case: approx 4.5x ROI and GBP 1.2m multi-year impact.
- Approx 3 FTE efficiencies identified through vendor consolidation and workflow standardisation.

Risk process

Define

Objective set to reduce outsourcing risk, tighten controls, and improve operational resilience; scope covered vendor landscape and workflow standardisation.

Assess

Multi-year benefit and FTE efficiencies modelled from consolidation; risk exposure compared across options.

Treat

Consolidation recommended with phased migration controls and acceptance criteria; contractual controls aligned to operational risk reduction.

Monitor

Governance milestones and post-migration monitoring defined.

Outcomes and learning

- Approved business case established a defensible basis for change and reduced outsourcing risk.
- Risk framing increases executive support for complex outsourcing decisions.