

Case Study

Interim Management

← T-Sys Europe Ltd



Tsys a world class financial services and operational processing organisation headquartered in Columbus USA, had established a UK operation in York to spearhead European expansion. TSYS is a proven, experienced payments services provider. Its global footprint extends to approximately 400 clients in 85 countries, and is supported by more than 8,000 skilled resources.

The York operation had grown rapidly, to provide a European Headquarters with a more than 500 staff, and the client support operation was modelled on the USA business model.

The Challenge

In October 2004 a major expansion activity was being undertaken with clients already acquired in Europe, but the capability of the York based support team was being eroded by the barrage of activity they were faced with on a constant basis.

The Solution

Knowledge Processes Ltd was asked to review the current organisation and to develop a strategy for overcoming the immediate issues and to ensure that future growth could be handled effectively.

Leigh Foster was appointed as Client Services Director, and took responsibility for 6 teams of highly qualified business analysts and consultants. The immediate challenge was to empower the teams and re-establish

key performance indicators to focus activity where immediate results could be derived. In addition a critical role throughout the period was to mentor the team leaders and develop a more structured approach to leading the teams, and getting the teams to achieve a higher level of performance through effectiveness, rather than simply making staff work longer hours etc, While undertaking this 'hands on' activity, Leigh produced a strategic business plan for the unit within 3 months of joining, which was reviewed by the board and accepted.

This was then implemented over the period of the following 6 months, and reorganisation of and refocusing of the teams resulted in multi disciplined teams with strong client focus and solid connectivity to key accounts.

The Benefits

The result of the engagement was excellent. A real and measurable improvement in the following areas was recorded.

- Management were enabled to focus on other critical issues while the client support team were placed in the care of a seasoned professional.
- The support teams were re-motivated after an extensive period of intensive activity, with a clear understanding that the senior management team held the work they were doing in very high regard and wanted to ensure that future expected growth could be handled by this important group.
- The KPI's re-defined focussed on immediate deliverables, which enabled dramatic improvements to be achieved and communicated to the front line account managers who were then able to improve client understanding and perception of the support they were being provided.
- The moral of the teams improved, and the attrition rate - number of staff leaving was significantly reduced.
- New techniques were applied specifically in the constancy area, with good results.

Customer Testimonial

“Leigh Foster had made a real and significant difference to the Tsys Europe operation. Throughout the period Leigh was involved we formed a great working relationship, its often very useful to be able to bounce ideas with a professional, who had no political axe, and is interested in getting a good job done; we were so impressed with the relationship, we extended the engagement and would have done so further had the opportunity been available, we would recommend Leigh Foster to any business which wishes to make serious improvements to their operation”

Mr. Mike Fromant
Director T-Sys Europe Ltd