Enabling a remote banking workforce during COVID-19

Immediate actions to enable a productive remote workforce

Evaluate and identify fixes to enable remote banking operations

With as much as 100% of the workforce now remote in response to COVID-19, business systems are over-extended or reactively deployed. The need to identify opportunities for quick fixes is apparent. Action plans to remediate performance and compliance issues and enable business operations across the front, middle and back office to succeed remotely are critical.

Remediate impacted business functions

In the band-aided technology environments rising in response to COVID-19, many organizations know the people, process or technology challenges that need to be addressed immediately. Technology experts can enhance and accelerate internal efforts to remediate these challenges, returning organizations to a productive and secure state with an effective remote workforce.

Resiliency starts with a commitment to identify and mitigate remote workforce impact that can further disrupt your business
At the ready to help you

Remote Workforce Enablement Plan
Assess current remote workplace based on people, process, technology, regulatory requirements and culture, covering:
• Remote workforce operations and business support
• User adoption and technical support
• Workforce enablement
• Workforce effectiveness measures

Remote Workforce Solution Implementation
Technology experts engaged to remediate challenges such as:
• User support impact solutions
• Workforce enablement and adoption plans
• Remote platform scaling to provide or improve systems
• Remote-enabled metrics, measures and governance

Our assessment focuses on 3 key areas across the front-, middle- and back-office banking functions.

PEOPLE
• Recommend support priorities
• Near-term remote enablement
• “Get people working” methods

PROCESS
• Prioritized process and heat mapping
• Process mitigations
• Restart high-value processes

TECHNOLOGY
• Near-term remote architecture
• Interim security model
• Scaled application framework

FRONT OFFICE
• Teller and CRM system access
• Reporting and contact capabilities active

MIDDLE OFFICE
• Collaboration tool availability (e.g., telephony, VoIP)
• New or revised policies and procedures implemented

BACK OFFICE
• Process review (e.g., payment collection)
• Revised service level agreements or cut-off periods

Contacts

Roy Nicholson
Principal
T +1 408 316 4397
E roy.nicholson@us.gt.com
S linkedin/roynicholson/

Jason Wilkinson
Managing Director
T +1 214 561 2613
E jason.wilkinson@us.gt.com
S linkedin/jasonbwilkinson/

Brook Buchanan
Senior Manager
T +1 206 910 6230
E brook.buchanan@us.gt.com
S linkedin/brookbuchanan/

Hans Diehl
Manager
T +1 415 902 7217
E hans.diehl@us.gt.com
S linkedin/hansdiehl/

© 2020 Grant Thornton LLP. All rights reserved. U.S. member firm of Grant Thornton International Ltd.

"Grant Thornton" refers to the brand under which the Grant Thornton member firms provide assurance, tax and advisory services to their clients and/or refers to one or more member firms, as the context requires. Grant Thornton LLP is a member firm of Grant Thornton International Ltd (GTIL). GTIL and the member firms are not a worldwide partnership. GTIL and each member firm is a separate legal entity. Services are delivered by the member firms. GTIL does not provide services to clients. GTIL and its member firms are not agents of, and do not obligate, one another and are not liable for one another’s acts or omissions.