



# Charter Solutions, Inc. Helps Financial Services Firm Harness the Power of Analytics

*“The CSI senior consultant went beyond our expectations and helped create a Tableau dashboard that was a game changer for our stakeholder.”*

## CLIENT SUCCESS PROFILE

**Industry:** Financial Services (Global)

**Location:** USA

**Company Size:** \$448 Billion

**Solution:** 6 months

**Technologies Used:** Tableau, SQL Server, Denodo

## INTRODUCTION

One of the world’s largest fixed-income investment firms recently shared these words of appreciation after a successful implementation of a portfolio manager scorecard. The company’s primary objective is to provide unsurpassed investment expertise by reviewing client objectives and risk tolerances in order to identify investment strategies based on specific needs.

On an annual basis, Portfolio Managers who work with Client Service Executives are reviewed and ranked based on numerous data points including the return on investment for the client and profitability for the company.

## CHALLENGE

Annually, Human Resources would pull key metrics to evaluate Portfolio Manager performance. Three major areas were evaluated:

- (1) Portfolio Performance
- (2) Client Connection and Effectiveness
- (3) Compliance and Regulatory Adherence

Data used for this evaluation was pulled from disparate systems. The process was cumbersome and required weeks of effort to produce a report to evaluate individual Portfolio Managers to assure that the company was providing premium service that would result in ultimate client satisfaction.

Due to the human effort and time required to gather and analyze the data, this was an annual process. The goal was to create a tool that would reduce effort and allow more frequent review by all levels of leadership.

## QUICK TO VALUE

Working with the product owner and the project lead the work effort was broken down into two phases.

- (1) Phase 1 – create the repository and processes
- (2) Phase 2 – create the scorecards, train and deploy to end users

*“... consistently show both the value and the power of analytics ... I hope we can work with this consultant again”*



*"CSI took the time to learn about our business, people, culture and values."*

*"Extended gratitude for Charter's partnership, dedication and hard work towards ensuring the success of this effort... These reports were instrumental in helping to support the leaders in the Investment Management function."*

*"A five-star rating"*  
★★★★★

## THE SOLUTION

- ▶ Created automated processes to capture data from a variety of sources
- ▶ Built a repository to store all the data
- ▶ Created a set of scorecards in Tableau
- ▶ Built interactivity for end users
- ▶ Created different levels of aggregation depending on organization role
- ▶ Created automated process to generate a complete set of scorecards for each Portfolio Manager
- ▶ Trained 75 Portfolio Managers, 10 Executive Team Members and 5 HR Staff

## END RESULTS

Benefit realized was beyond the expectation of the client. Through the development of this fully automated process, Human Resources and the Executive Management Team can create a complete set of scorecards as frequently as desired and within a matter of minutes. This enables the firm to identify any risk factors and clients needing attention immediately.

An added benefit was empowering the business users and individual Portfolio Managers. They can now review their individual dashboards interactively and customize according to their performance goals. Most important, they can monitor their own progress (self-assessment) at any time so there are no surprises at the end of the year.

- ◆ Development of dashboards allowing for drill down of summary data to increase trust in quality and service
- ◆ Creation of dashboards for data filtering and immediate visual representations of business data
- ◆ Identified opportunities for operational process improvement to create more timely and frequent reporting

Every company, every client is different in terms of need, culture, best practices and expectations. Charter Solutions is consistently committed to deliver value that best fits the needs of our clients and partners with the intent to exceed those expectations. *It's the Charter Way.*

## ABOUT CHARTER SOLUTIONS

Charter Solutions delivers business and technology consulting services that help companies we partner with harness the power of data, analytics, the cloud, and application development to improve business outcomes. Our multi-industry experience allows us to uncover new solutions and guide clients to the best-fit application of technology to meet their goals.

## CONTACT INFORMATION

**CHARTER SOLUTIONS**

[www.chartersolutions.com](http://www.chartersolutions.com)

763-230-6100

3033 Campus Drive, Suite N160

Plymouth, MN 55441

[sales@chartersolutions.com](mailto:sales@chartersolutions.com)

