

Financial Services Consulting



Consulting

Benchmarking

Resourcing

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Navigant's Financial Services Consulting practice has established an enviable set of credentials and a reputation for excellence. Building on the reputation of Troika, which was acquired by Navigant in 2007, we can now offer even more services to our clients.

Our simple formula is to work with our clients applying our skills and experience to help them deliver their vision.

We have four teams focusing on the Financial Services industry:

- » Retail Banking
- » Investment Management
- » Life & Pensions
- » General Insurance

Our areas of expertise include:

- » **Distribution of regulated products**—effectively distributing regulated products, either as a distributor or product provider
- » **Products and propositions**—assessing and enhancing customer propositions; defining, launching and rationalising products
- » **Customer retention**—creating and implementing effective customer retention strategies
- » **Operational effectiveness**—improving productivity and reducing costs across our clients' operations
- » **Outsourcing and offshoring**—creating and improving outsourced arrangements either in the UK or offshore
- » **Organisation, People and Change**—enabling our clients to get the most out of their workforces
- » **IT effectiveness**—enabling our clients to get the most out of IT, as cost-effectively as possible

- » **Transaction support**—advice and support before or during a business transaction (e.g. M&A, disposal or alliance)
- » **Risk management and compliance**
- » **Regulatory support**

What our clients say about us...

"We selected Troika to assist our strategic review of distribution for 3 main reasons. First was their market insight and intelligence—they clearly knew the subject very well. Secondly, we were impressed with their pragmatism in terms of how best to approach the work—comprehensive without being over-engineered. Thirdly we liked them. They did not let us down—the quality of their work was exceptional, they were great fun to work with and our mutual conclusions on the future of our business are significant and exciting."

Ian Bullock, General Manager, YBS

"What Troika has done is to work absolutely seamlessly as peers to drive something through to a very tight deadline. I think it's much better than traditional consulting. It's about bringing together a wealth of skills and experience, working as a team to deliver something very difficult, very complicated and very elegant, within a very short timeframe."

Crispin Henderson, Managing Director, Threadneedle AM

"Navigant offers a genuinely new style of consultancy. They deliver effective, tailored consultancy that has enabled us to quickly analyse our situation and define actions that have had an immediate effect on our business."

Shaun Doherty, Operations Director, HBOS