



ISA processing made easy with MATS[®]

- Streamlined processes and scaled operations
- Real-time management information
- Improved customer satisfaction
- Significant unit cost reduction
- Now processing record levels of ISA applications - peaking at over 100,000 per week



“MATS has made a telling contribution to Nationwide achieving its best ever ISA peak performance”

Head of ISA Processing,
Nationwide Building Society



▶ “We achieved significant operational cost reductions”

CHALLENGE

When the global financial crisis erupted in 2008, there was a huge upsurge in the volume of new ISAs being created as people moved savings in and out of various banks and building societies.

Not surprisingly this led to poor service, as many processing teams were unable to cope with increased work volumes. A consequent surge in chaser phone calls and customer complaints, made the problem even worse for call centers and processing staff. The end result was poor customer experience, bad PR, compensation claims and even fines and sanctions.

This was the backdrop that led Nationwide to overhaul and streamline their ISA processing function. They needed a workflow solution that could streamline the application process and real-time management information to enable superior caseload monitoring to ensure SLAs were met. Additionally it was recognized that improving and automating customer communications could dramatically improve customer experience and reduce inbound chaser phone calls, thereby making the operation more efficient and scalable.

SOLUTION

MATS for ISA was specified and built over an eight-week period to handle any volume of new ISA accounts, transfers in and out of existing ISAs and consolidations.

With a full suite of custom, real-time Management Information, active workflow dashboards and proactive communications to notify customers as things happen,

MATS for ISA provides:

- Full ‘track and trace’ of all ISA activity
- Exposure of all inflow and outflow of funds giving Treasury Reports for an up-to-the-minute picture of all liabilities and gains.
- Visibility of which banks and building societies are requesting transfers.
- Visibility of where new customers are moving their money from.

RESULTS

Nationwide is now one of the UK’s top ISA providers in terms of volume and value. At peak volumes the MATS solutions helps Nationwide successfully process over 100,000 ISA applications per week.

Nationwide has achieved significant efficiency gains and cost savings, while at the same time achieving excellent customer satisfaction ratings.

“The society processed record levels of ISA business”

HEAD OF ISA PROCESSING, NATIONWIDE BUILDING SOCIETY



MATS[®]

info@matsoft.com
www.matsoft.com
+44 (0)1234 581003
+1 (800) 407 1920