



- Program Management expertise focused on delivering corporate value through business transformation, change leadership and technology activities
- Business planning, organization design, back office rationalization and client service solutions that improve responsiveness, reduce costs and facilitate governance and strategy execution
- CRM, ERP and decision support solutions including PeopleSoft, Oracle and ADP technologies
- Integrated Human Capital solutions that provide a seamless view of the organization and its employees

# FINANCIAL SERVICES

## The Business Challenge

Global competition, corporate restructuring and the impact of technology on products and services is forcing many Financial Institutions to review their business strategies. Working with companies to integrate across and within business units, technology, and other administrative units, Solutia partners with our clients to develop and deliver leading edge business solutions.

In today's competitive environment, organizations are improving shareholder value by focusing on their core business. To be successful, transformation initiatives require the involvement of knowledgeable and experienced individuals delivering intelligent solutions. The Solutia team will create a sensible and progressive plan to accomplish your business change objectives.

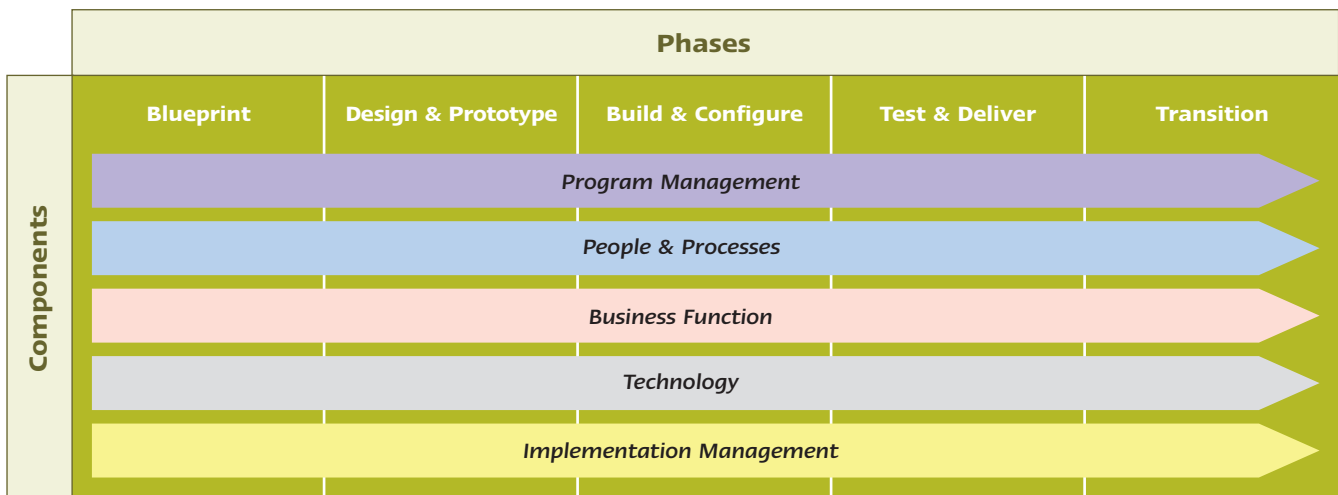
In addition, we will provide your management team with the knowledge transfer skills to guide staff through the business transformation.

## Unlocking Potential

As companies design and deliver new products and services, significant organizational realignment is often required. Managing the portfolio of initiatives to refocus, realign and integrate businesses requires deep program leadership skills. Working with our clients, Solutia will transform business operations and implement lasting change.

With Solutia as your business transformation partner, together we have the tools necessary to unlock the potential within your organization. With a focus on the bottom line and the vision to transform the business, our team has the practical knowledge and experience to successfully deliver complex programs.

We understand that your company is as unique as the people who work for you. Using our COMPLEAT™ methodology, we work with you to develop a highly tailored and effective solution to meet your specific business objectives.



Our COMPLEAT™ methodology provides a framework for all critical components of a business transformation project. It allows Solutia to make the promise of delivering significant business value.

## Enhancing Business Value

Our team's experience covers a wide range of large-scale initiatives for many of North America's premier Financial Institutions, including all of Canada's "Big 5" banks.

Our professionals have successfully implemented CRM and ERP projects using PeopleSoft, Oracle, ADP Brokerage and custom developed software for Retail Banking, Wealth Management and Insurance companies.

A sample of our team members' experiences includes:

- *Delivery of a Banking and Trust Accounting System*
- *Implementation of an Integrated CRM Solution across Sales, Marketing & Call Centre Operations*
- *Development of a new "Sales and Service" Model for a national brokerage*
- *Delivery of an HRMS for a large global bank of 50,000 employees*
- *Delivery of a Finance System and Decision Support Warehouse for a large insurance company*
- *Delivery of Manager and Employee Self-service Solutions for a US bank*
- *Selection & Implementation of Compensation Solutions*

## Our Service Capabilities

Solutia provides a wide range of Program Management and Project Delivery services that will help you achieve your Business Objectives:

CRM Delivery including Sales, Marketing & Support

ERP Delivery and Application Maintenance Outsourcing

Information Warehousing, Analytics and Reporting

M&A HR Due Diligence and Transition Support

Human Capital Strategy and Alignment

Total Compensation Solutions

People Change Management

Front line Organization Design and Implementation

Outsourcing Assessments

Staff Augmentation



# THE SOLUTIA TEAM

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## Our Experience

**More than ever before Financial Services organizations are focusing on reducing their administrative costs with better systems. But implementing fast changing technologies requires specialized expertise and informed decision-making. To be successful, you must involve experienced and knowledgeable individuals. Let Solutia partner with you to deliver a lasting solution faster, more economically and with shared project risk.**



**Jacqueline Clark:  
Vice-President,  
Financial Services**

Jackie, a Solutia co-founder, has over 20 years of consulting and industry experience. As Vice-President of Financial Services, Jackie and her team provide business transformation services, including project management, process redesign, implementation, change leadership and relationship management services.

Prior to founding Solutia, Jackie was Project Director for Canada Trust, providing overall project leadership in the successful delivery of the PeopleSoft HRMS and payroll outsourcing initiative. For ADP Canada's Banking & Trust Accounting implementation, she coordinated and led change management activities. Jackie also delivered a business transformation initiative to prepare Scotiabank's Wealth

Management division to compete and win in an aggressive marketplace.

Jackie and her group have assisted many clients restructure and implement effective business strategies. They understand well the challenges and solutions required to meet the needs of this high profile and rapidly changing industry. Focusing on process redesign and business transformation, Jackie's team are experts in change management strategy and planning.

In addition to her extensive Financial Services experience, Jackie is an active member of HRPAAO.

Representative client list includes: Canada Trust, TD Bank, ADP Canada and ScotiaBank

*For more information about Solutia and our Financial Services Solutions please contact Jackie at: [jackie.clark@solutia.ca](mailto:jackie.clark@solutia.ca)*



*Extraordinary People, Intelligent Solutions*

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