

A photograph of two people in business suits shaking hands, overlaid with a dark green semi-transparent filter. The handshake is the central focus of the image.

Our Journey with a Leading Corporate Bank

City Fios works with a leading Japanese corporate investment bank, which supports a range of medium and large companies through a global network of financial and business centres. City Fios has had an ongoing relationship with the securities operation of the bank since 2008 and we were delighted to be able to offer assistance with the client revenue tracking needs for their European Corporate Financing operation.

In the current landscape of international banking, many operators have already transitioned to advanced, self-service CRM systems. Our client recently chose a leading CRM tool to enhance their reporting capabilities, offering a more unified and real-time view of client interactions. A key component of the successful rollout was the establishment of a data warehouse, to underpin the financial reporting for their client base. City Fios were able to deploy its proprietary FIOS system, which has been able to capture data from numerous manual sources, normalise and enrich it, allowing the bank to see a consolidated view of client revenue performance across the many sources that exist. By harnessing both quantitative and qualitative data, the enhanced system was designed to offer a holistic view of client relationships, thereby enabling better strategic decisions and more personalised client interactions.


The Bank faced some interesting hurdles in its data management processes, with varied and irregular data collated from various internal systems. This fragmentation opened up the risk of inconsistent views of client relationships, leading to potential roadblocks in efficient decision-making. High manual intervention in data processing not only opened the door to inaccuracies and delays but also led to a reliance on certain key individuals, creating a bottleneck in operations. City Fios was able to work with key stakeholders within the business to review its current data capture methodology and propose a solution to aid both accuracy and efficiency from beginning to end.

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As part of the implementation, City Fios have been engaged to provide ongoing support in the shape of our managed services offering. This approach utilises City Fios's experienced team of analysts, allowing them to take responsibility for the business as usual processes and free up key business resource in the bank to focus on more value add analytical work.

Our journey with the client in transforming their data management and CRM systems is a continuing project. City Fios is pleased to be able to support the bank in their ongoing operations, as well as continuing to feed into the expansion of the CRM suite across new divisions. We look forward to our continued partnership in the future.




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