

Customer Profile



Facts at a glance

Solution: *Process standardization*

Products: *Rules*

Industrie: *Finance*

Country: *The Netherlands*

“Efficient cooperation between our departments increases the quality, decreases the cost of sales and improves our response time.”

BPR Program Manager Bram Hirsch | TMF Group

TMF Group is an independent financial service provider with offices in over 100 countries due to various mergers and acquisitions. To be able to conduct a **clear interpretation of the service portfolio**, they started with the worldwide standardization of their processes in 2008. For this TMF Group uses Mavim Rules. The software gives TMF Group the possibility to map their processes and procedures in an unambiguous manner and connect these with the risks, internal and external legislation, billing and certification. Through **worldwide standardization of 80% of the processes**, TMF Group has been able to improve the added value towards customers and reduce costs.

Rules is used for the certification of financial service providers, the customer acceptance process, legal and compliance issues, optimization of the quotation process and development of a standard certification model in the context of ISAE 3402. **Information in Rules is maintained centrally and connected** to the system for internal finance. With this the cost price and sales price of an employee are directly visible.

Challenges

- **Worldwide standardisation** of processes
- Increasing added value and lowering costs
- Reduction of risks and compliancy
- Development of a certification model in the context of ISAE 3402
- Optimization of the quotation process
- Development of an unambiguous customer process

Benefits

- Improving the efficiency by creating clear processes
- Standardization of 80 % of the processes worldwide
- Reduction Cost of Sales
- Integral insight in job roles, tasks, responsibilities and job profiles
- Insight in risks and management measures
- **Effortlessly adapt** to external needs and wishes

About the company

Employees: 4.500

Turnover: € 400.000.000 (2010)

Headquarters: Amsterdam



TMF Group is an independent financial service provider, globally active in offering accounting, management and company law services. The multinational is one of the top 250 largest accountancy offices globally. After the merger with Equity Trust in June 2011 the company has over 4.500 employees spread over 100 offices in over 75 countries.