



\$5 billion automotive financing services company leverages Feuji's nearshore model to reduce back office operations cost by 40%

Nearshore Solution | Account Reconciliation Team



Business Challenge - Reduce the cost of back office operations

A \$5 billion large automotive financing services company decided to reduce the high cost of back office operations in the USA. High salaries, expensive real estate, and significant employee overheads were the reasons behind this decision.

Solution

Feuji made a proposal to deliver services from Costa Rica in a short notice with the highest level of compliance. Our customer visited our office in San Jose, Costa Rica and decided to build their nearshore team. Account reconciliation was the first function in the order of priority. We kickstarted in 3 weeks and built a full-fledged team in 6 weeks at 60% of the cost for similar operations in the USA. We have established the initial operational stabilization process and service delivery excellence and are now ready to commence the next phase of scaling up.

Key Influencing Factors

- Compliance with service levels
- Meet the cost / benefit objective
- Same time zone, communication and cultural affinity of the team
- Computer and network security
- Infrastructure as a service
- Team composition - A Project Manager and 1 team lead for a team of 5 Reconciliation Associates

Rate Structure

- Hourly fixed rate

Benefits

- Cost Savings – Labor costs up to 40% less than U.S. fully burdened rates
- Quick ramp up – 20 member team in 6 weeks
- Efficiency / Productivity – After 1 month of training, our team has matched the productivity of our client's team in the USA and was reconciling complex accounts
- Attrition – First year Attrition rate 0%
- Duration of the project – Annual automatic renewal
- Other indirect benefits – HR Management, Project Management, Recruitment, Facilities and Infrastructure as a Service

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