

# Shared Services Change Lead | Replacing Legacy Loan Origination Systems



## Project Summary

One of the top 10 largest banks in the US needed change management expertise to support the internal restructure of a specific area of the bank. SolomonEdwards was engaged to design a target operating model and support organizational change management components in order to facilitate solution and service delivery team transition in the Shared Services area.

SolomonEdwards created an optimization plan to streamline operations, incorporate automation initiatives and target inefficiencies in organization structure and business processes. The plan also facilitated alignment with the unified deployment of cloud technologies, and leveraging ServiceNow workflows and ITLL best practices, to replace legacy loan origination systems for commercial, retail and small business lending services.

Upon deliverables, the leadership team presented a proposed plan to Senior Leadership, which was approved and adopted.

  
**INDUSTRY:**  
Banking

  
**DEPLOYMENT:**  
Individual

**SERVICES:**



**Business Transformation**  
*Organizational Effectiveness*  
*Change Management*  
*Readiness & Adoption*