



CASE STUDY

FINANCIAL SERVICES MANAGED TRUSTS

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Financial services managed trusts

How do I deliver the greatest change to a Managed Trust structure in 80 years without disrupting customer support services?

01

THE CHALLENGE

NAB Wealth needed to make substantial changes to the way their Managed Trusts were operated and managed. The program, to be delivered in 3 phases, impacted 38 business teams.

A change program was required to ensure all teams understood and implemented the change while maintaining customer support services.

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THE SOLUTION

- We designed and delivered a tailored change program to support all 38 business teams.
- We created and delivered bespoke communications to five internal dealer groups.
- We created and delivered training to over 400 Adviser support and back office staff.
- We managed engagement with 38 business teams over multiple year three phase implementation.
- We supported 12 back office interconnected systems upgrades, with engagement, business-focused communications and training.
- We supported changes to over 1,200 Trust charters.

03

THE RESULT

As a result of our change strategy and implementation approach:

- All 38 business teams accepted the system, process and policy changes with minimal disruption to BAU services.
- Adviser support teams were able to continue supporting Advisers and customers and were able to explain the complex changes in simple easy-to-understand terms to their customers.