

“It gives me the broad level overview of the business that I need.”

IBM Planning Analytics with Watson delivers benefits.



Customer:
Market Harborough Building Society



Number of employees:
118



Sector:
Finance



Solution supplied:
IBM Planning Analytics with Watson



About Market Harborough Building Society

Founded in 1870, Market Harborough Building Society is headquartered in Leicestershire with six branches across the East Midlands. The customer-owned society prides itself on its ability to offer a professional and friendly service to its members and demonstrating “traditional values in a changing world”.

An MHR customer since 2019, Market Harborough Building Society is a trusted provider of mortgages and savings for over 150 years.

What they were looking for

In a strictly regulated sector, the society was looking to enhance their ability around facilitating business oversight and compliance – both internally and externally.

Specifically, Market Harborough Building Society wanted to:

- Bring “disparate sources of MI (management information)” into one central place for one version of the truth
- Easily generate and formulate increasing amounts of information required for regulatory reporting
- Remove the need for spreadsheets
- Support and streamline budgeting processes

A significant driver was to “create better quality MI, more integrated MI” according to Finance Director, Nick Fielden.

“We now have a lot more control at the managerial level.”

Nick Fielden

Finance Director

Market Harborough Building Society

Results and benefits

- Instant aggregated reporting
- Mortgage book analysis – identifying risks
- Meeting regulatory requirements quickly and efficiently
- Reduced need for multiple spreadsheets
- Streamlining processes – getting easier-to-interpret data
- Identifying trends easily, conduct analysis accordingly
- Time savings in data collection and collation
- More self-sufficiency around developing code/objects

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Challenge

Market Harborough Building Society wanted a solution that would help:

- More efficiently support submission of regulatory returns
- Identify risk in their mortgage book
- Eradicate errors and improve efficiencies
- Make future auditing easier
- Reduce manual elements in planning
- Have more automation across standard processes
- Share knowledge
- Have tighter version control

Solution

Implementing IBM Planning Analytics with Watson would enable the society to respond quickly to changing and growing business needs.

The society would now be able to work far more efficiently on their mortgage risk assessment and reporting, balance sheet, P&L, cashflow forecasting and scenario planning forecasting. The team would be able to spot errors and identify any data concerns.

“The choice of your business partner is critical when it’s the difference between something that really works well and something that never goes anywhere.” Nick Fielden on working with MHR.



**Quality
partnership**



**Extraordinary
support**



**Excellent
knowledge**

Nick Fielden on MHR: “The quality of the partnership is important. The support from MHR has been extraordinary. The consultancy and shared knowledge is excellent...”



Provides excellent insights for the executive level of the business.



Enhanced analysis capability means changed customer retention strategy feeds straight to bottom line.



30% volume increase in regulatory returns without increasing headcount.