



Service Case Study

Scaling Suitability Operations Without Disrupting Core Teams

*"This project is a strong reminder that **operational challenges don't have to disrupt core business priorities**. By aligning our support with their timeline and capacity needs, we enabled their team to stay focused on what they do best, while we handled the rest."*

Steven Lacher,
President, Employee Pooling

40K+

Suitability records cleaned, updated, or created

4 months

Total project execution time

11 FTEs

Peak staffing deployed to meet demand

0

Internal staff diverted from core responsibilities

The Challenge

A wealth management firm faced a significant operational challenge: a suitability clean-up and record creation initiative involving approximately 40,000 client records. **The scope and urgency of the project made it clear that diverting internal staff from day-to-day responsibilities would create risk across the business. The client needed a partner that could:**

- Execute a high-volume, detail-sensitive project
- Maintain accuracy and compliance standards
- Scale quickly without disrupting internal operations

The EP Approach

Employee Pooling managed the project end to end, acting as an extension of the client's back office. We launched the engagement with a dedicated team of three full-time equivalents (FTEs) and rapidly scaled to 11 FTEs as volume and timing demands increased.

To accelerate turnaround time, EP implemented a hybrid support model that paired U.S. daytime and U.S. night time processing cycles enabling around-the-clock progress while maintaining quality control and clear communication.

Scale Operational Support Without Scaling Staff

The Result

By expanding the team from 3 to 11 FTEs, EP completed the full suitability clean-up, updates, and record creation project in just four months—a timeline that would have taken about 13 months at the original staffing level to complete. Key outcomes included:

- Successful processing of 40,000+ suitability records
- No diversion of internal client staff from core responsibilities
- Accelerated turnaround through scalable staffing and extended coverage
- Consistent accuracy across record creation and updates

The project remains active today, with EP continuing to process additional records as they are received — providing ongoing, flexible support without increasing the client's fixed overhead.

Why It Worked

- Scalable staffing model that adjusted to real workload demands
- Wealth Management support staff experienced in suitability workflows
- Seamless integration with existing client processes
- Always-on execution that compressed timelines without sacrificing quality



Visit our Wealth Management page for more information how we ensure your back office stays running at peak performance.



Employee Pooling