

XITIJ Services

BFSI Collections BPO Transformation Governance

An anonymised case note for BPM and collections operators needing transformation control, SLA discipline and technology ownership.

Core positioning

XITIJ helps founder-led companies, growth ventures, family businesses, investors and strategic stakeholders become capital-ready, governance-ready and transaction-ready through structured advisory, investment facilitation, expert-bench access and execution cadence.

Business context

Mid-sized BPM operator serving lenders, with multiple initiatives across CRM, dialer, analytics, quality and workforce productivity.

Mandate

- Virtual COO, CTO/CIO, CX Officer and Transformation PMO support
- Integrated transformation control tower
- SLA and productivity KPI tree
- Risk, dependency and decision register

Key interventions

- Created common milestone, risk and benefits tracking
- Mapped operating KPIs to technology and quality interventions
- Introduced weekly cross-functional risk review
- Reframed technology projects as business-owned operating interventions

Outcome signals

- Reduced program drift
- Sharper ownership of digital and analytics initiatives
- Better linkage between operations, technology and CX outcomes
- Stronger diligence narrative for clients and strategic partners

Important note

This document is for informational and business discussion purposes only. It does not constitute investment advice, legal advice, tax advice, accounting advice, a public offer, solicitation or recommendation. Engagements, referrals, advisory support and facilitation are subject to separate written terms and independent evaluation.