

## *A complete range of financial services...*

### **Key Service Categories:**

Staff Augmentation  
Project Management  
Merger & Consolidation Services  
Recovery Services  
Profitability Enhancement  
Resolution of Production Backlogs

### **Serving the following functional areas:**

- Account Reconciliation (ARP, ATM, IRA, Due From, Fed, General Ledger)
- Accounting
- ACH and EDI
- Brokerage Operations
- Check Processing
- Credit Cards
- CRM
- DDA
- Debit Card
- E-Commerce
- Float Management
- Information Technology
- Information Reporting Services
- International Operations
- Loan Operations
- Mortgage Operations
- Remittance Processing
- Research and Adjustments
- Retail Banking
- Return Items
- Statement Rendering
- Transportation
- Treasury Management
- Trust Operations
- Wire Transfer

### *Backed by an industry leader*

RWC is an operating unit of OSI, the nation's leading provider of strategic receivables outsourcing services. The combination of RWC and OSI creates a team that's capable of offering you one of the most comprehensive selections of financial services available anywhere.



### **Contact us today at:**

**Toll free: 1-866-RWC-CALL (1-866-792-2255)**

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*Finding the right operations specialists is easier than you think.*



# RWC...Providing America's leading financial institutions with the best operations experts in the industry.

## RWC: Specialists in Your Industry

RWC provides the financial services industry with highly specialized operations experts who work hand-in-hand with clients to accomplish their financial goals and meet their unique business challenges.

*Every one of our consultants is a subject-matter expert, not a generalist. And each is handpicked to fit your specific situation. So with RWC, you can be sure you're working with seasoned professionals and not wasting time with someone who doesn't know your industry or your business.*

What's more, our management team has more than 150 years combined experience in the financial and banking industries, and we've maintained a proven track-record of delivering bottom-line results to many of the nation's leading blue chip financial institutions.

## Value-Based Fee Structure

RWC doesn't charge the high fixed fees often associated with advice from traditional consultants. Our low fixed-cost structure allows us to provide our specialists to you on a time-and-expense or contingency basis, requiring little or no upfront commitment on your part. That means you get highly qualified professionals without paying high-end consultancy fees or committing to a contract.

## Customized Solutions

At RWC, we assess each assignment on a case-by-case basis before selecting the *right* people with the *right* experience to get your job done *right*, every time.

Our services fall into six key categories, but rest-assured each client solution is tailored to the specific situation at hand.

**Staff Augmentation** – Highly qualified human resources there when you need them, and gone when you don't. The flexibility to effectively respond to work and staff fluctuations, without sacrificing quality. Management, supervisory and production specialists.

**Project Management** – A disciplined and proactive project approach, coupled with a thorough understanding of the business. Dedication to completing projects on time and to client specification, from initial project planning through measurement and final project evaluation.

## Merger & Consolidation Services –

Proven strategy development and execution including beginning-to-end management, pre-acquisition operational due diligence, product and data mapping, employee/customer training, system integration and data conversion, programming and interface development, and supervision/support of technology and back-office consolidations.

## Recovery Services –

Successful recovery of research and adjustment exception item backlogs.

## Profitability Enhancement –

Client-specific programs that deliver measurable bottom-line results in the areas of account analysis and debit card revenues.

## Resolution of Production Backlogs –

Experts familiar with your business and your computer applications, available to work hand-in-hand with your staff to keep up with daily production responsibilities.

