



MCA Awards 2018 Finalist

International

OEE Consulting with Citi and Banamex

OEE Consulting led this project to establish a successful model for collaboration across the borders between the US and Mexico.

We brought together experts from two banks, Citi in the US and Banamex in Mexico, to improve the experience for Mexican customers experiencing credit card fraud. Through our significant financial services experience, Latin American Spanish speaking consultants, and a sensitivity to cultural differences, we brought people together to deliver improvements for their customers.

The result? One of the first successful projects between the two organisations in US and Mexico, delighting customers and providing an ongoing annualised saving.