

# Case study

Simplified  
reconciliation  
eliminates backlogs  
and delivers 55%  
cost savings

## About the client



A US-based asset manager wanted reconciliation support across asset classes.

## Client challenges



- Spike in transaction volumes led to reconciliation backlog
- High attrition and manual processes slowed exception resolution
- Frequent breaks in tax lots and cost basis data
- Inconsistent issue resolution impacted reporting and fund accuracy

## Our solution



Crisil team:

- Reconciled internal books with custodian records across asset classes
- Identified and researched open/closed tax lots and cost basis breaks
- Investigated exceptions across positions, holdings, and tax lots
- Co-ordinated with portfolio managers and middle office for issue resolution
- Enabled tax and cost basis alignment for special product reporting
- Facilitated cross-team collaboration across tax, operations, and reporting functions
- Set up daily reconciliation processes, automating workflows to reduce manual dependencies
- Enhanced exception handling with standardized break resolution procedures

## Impact and results



**~55%**

Cost savings through offshore team setup and automation

**90%**

Break resolution accuracy across asset classes

**50%**

Reduction in reconciliation time

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