



# Decrease Costs, Increase Revenues, Add Value

## About SRM

SRM's purpose is to improve our client's bottom line, by adding measurable value that ties directly to our work product and to tangible quantifiable benefits for each of our clients. Founded in 1992, SRM is an independent management consulting firm that draws on extensive experience, market insight, and a proprietary benchmarking database to help clients across the U.S. and globally.

SRM employs a proven methodology to uncover cost savings, revenue-opportunities, and operational efficiencies. We specialize in aligning expenses with industry benchmarks and fostering supplier partnerships with a focus on quality and long-term stability. As a leader in enhancing the bottom line, SRM provides a fresh, innovative, results-driven perspective to supply chain management and purchasing strategy. Further, we utilize a no-risk performance-based business model for several of our engagements; if we cannot objectively demonstrate cost savings and/or revenue enhancement, we don't get paid.

## Services

SRM's subject matter expertise extends to every area where financial institutions have significant spending with third party vendors or where efficiencies can be gained, including core processing, digital technologies, automation, and mergers and acquisitions. Through our advisory services, SRM provides proven growth.

## Vendor Services

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### Contract Benchmarking

Leveraging a proprietary database of benchmarks, SRM identifies gaps in financial performance and features and functionality.



### RFP Development

Armed with a complete library of proprietary RFP templates, SRM customizes the RFP to each client's unique attributes.



### Vendor Selection

Leveraging industry knowledge, evaluation criteria, and select tools, SRM assists in aligning vendor capabilities with the client's strategic goals.



### Contract Negotiations

Leveraging years of expertise and professional negotiation tactics, SRM delivers optimal outcomes and navigates complex contractual terms on behalf of our clients.



### Vendor Invoice Audit

Auditing complex invoices for contractual compliance, service usage, and error identification, SRM utilizes artificial intelligence to identify errors in these invoices before they are paid.

## Vendor Management Areas

### PAYMENTS

CARD BRANDING  
DEBIT CARD PROCESSING  
CREDIT CARD PROCESSING  
PIN / POS NETWORKS  
LOYALTY / REWARDS

### TECHNOLOGY

CORE PROCESSING  
DIGITAL BANKING  
ACCOUNT ACQUISITION  
LOAN ORIGATION

### OPERATIONS

ARMORED CAR  
LOCKBOX / REMITTANCE  
ATM / EQUIPMENT  
MAINTENANCE

## Why SRM?

- Partnered with **1,000+ clients**, completed over **8,000+ projects**, and delivered over **\$5 billion** in savings
- **3 decades** of experience with employees having worked at over **30 different vendors** or financial institutions, including Visa, Mastercard, First Data, Fiserv, Jack Henry, Deluxe, and Meridian Link
- Supports, on average, **100 card network and processing** engagements each year, providing the greatest amount of recent and relevant market information on processing and network strategies, capabilities, and economics
- Independent and will always advocate for the client's interests throughout the project
- Assisted with network evaluations in the past five years in at least **10 of the top 50 U.S. card issuers, including four of the top 10 Visa issuers**
- Supported several of Visa's and Mastercard's largest U.S. issuers with their network services competitive selection processes
- Recently helped a regional issuer with **\$2B** in purchase volume negotiate a network and processing renewal agreement with Mastercard
- Currently helping a **\$14B** bank rationalize its debit network providers as the result of a major acquisition
- Currently supporting four Canadian issuers (including two in the top five) in their renegotiation of their Visa or Mastercard agreements
- Currently supporting a Fintech's evaluation of a network arrangement with Visa
- Actively supporting a **\$6B institution** with invoice auditing, reconciliation, and remediation for its debit and credit card processing vendor
- Recently assisted a **top 15 U.S. retail bank with over \$100 billion** in assets in its contract amendment negotiation for a new digital messaging platform, **saving the bank over \$20M**
- Completed a card network renewal negotiation for a **\$19B** bank which will deliver over \$50 million in value over the life of the contract
- Negotiated a digital banking renewal for a **\$3.5B institution** which will deliver over **\$12M** over the life of the contract, equating to a **58% reduction** in current pricing
- Finalized a full core RFP and selection process for a **\$4B institution** that will consolidate vendor platforms from 3 to 1 and deliver over **\$2M** plus additional flex credits to the bank
- Completed an Intelligent Automation QuickScan for a **\$1.2B institution** which identified **50 candidate cases** for automation with **11 prioritized cases** for which business use cases are now being developed

**“In working with SRM, there is not a winner or loser. They're in it for the long haul, and everyone's going to win.”**

**- Robert Messer, CFO at American National Bank of Texas**