


A LEADING US BANK TACKLES RISING OPERATIONAL COSTS WITH AUTOMATION



A woman with long, wavy brown hair is smiling and looking towards the camera. She is holding a blue credit card in her right hand, which is extended towards an ATM. The ATM is dark grey with a yellow light emanating from the screen area. The background is slightly blurred, showing what appears to be a building facade with vertical lines.

One of the top 15 leading banks in the US, the client offered a broad range of retail and commercial banking products and services to individuals, small businesses, middle-market companies, large corporations and institutions.

The client was seeing a considerable rise in the number of loan requests leading to a commensurate increase in the operational cost incurred in handling the request volumes. Since the majority of these tasks were repetitive in nature and highly manual, the client wanted to automate the processes in order to free the bandwidth of their operatives.

On a strategic level, the bank was planning to completely revamp the areas of student payments, student underwritings, address change requests, loan support officer (LSO) payment processing, interest adjustments and risk control tests by leveraging automation.

SOLUTION

Infosys provided end-to-end automation, from use case identification and elaboration to development using BluePrism and testing (QA) to monitoring the robots and providing the requisite support structure for handling enhancements, upgrades and more.

The Infosys team worked with the business line users to identify the use cases that could be automated. The use cases identified for implementation were further discussed with the business owners to execute the finalization, prioritization and subsequent elaboration of the workflows while capturing all the exception conditions. The automation was executed with the help of BluePrism.

The team performed an independent QA validation of the automation executed. They also prepared test plans, test scenarios and setup data for performing further QA validation and next level acceptance testing.

FEATURES

Infosys provided end-to-end automation, from use case identification, elaboration and development to testing and monitoring

- The automation was executed with the help of BluePrism
- Process support activities were provided for monitoring the automation and performing the requisite activities to get the robots up and running
- Provided clearly defined processes and procedures to be followed during testing in production environment
- Engaged in the migration of automation from BluePrism version 5.2 to version 6 at an enterprise level
- Performed impact analysis, regression tests and code fixes as required

BENEFITS DELIVERED

Infosys successfully automated 30+ processes

- Automation accelerated the pace of running the business processes and reduced the effort to execute these by at least 50% - 60%
- Cost of operations were brought down by nearly 60% over a period of three years
- Quicker turnaround in meeting stringent regulatory & compliance deadlines by reducing manual effort

SEAMLESS END-TO-END AUTOMATION WITH INFOSYS

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