INFOSYS HELPS LEADING PRIVATE INDIAN BANK IN INCREASING OPERATIONAL EFFICIENCY, REDUCING OPERATIONAL & COMPLIANCE RISK THROUGH ROBOTIC PROCESS AUTOMATION.

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The Client

Leading private Indian bank offering a comprehensive suite of financial products and services to customer across segments such as retail, corporate & MSME.

Client Challenges

- High FTE requirement for executing processes that requires validating data across different applications, scanned document, paper documents, worksheets

- Processes having unpredictable execution lead times due to flexi staffing leading to violation of SLAs and compliance guidelines

- Significant manual intervention in processes resulting in high error probabilities

Infosys Solution

Infosys helped client by conducting proof of concepts for the initiatives. Infosys studied client processes and analyzed them for suitability for robotic process automation

- Identification of tasks/activities that were key candidates for RPA owning to the nature of activities to be performed, turnaround time and scale of operations

- Process were modified/ redesigned for the automation in workshop mode

- Cognitive automation for some processes was also implemented

Some of the key processes that were automated are:

- ATM reconciliation

- TDS 15 G/ 15 H generation
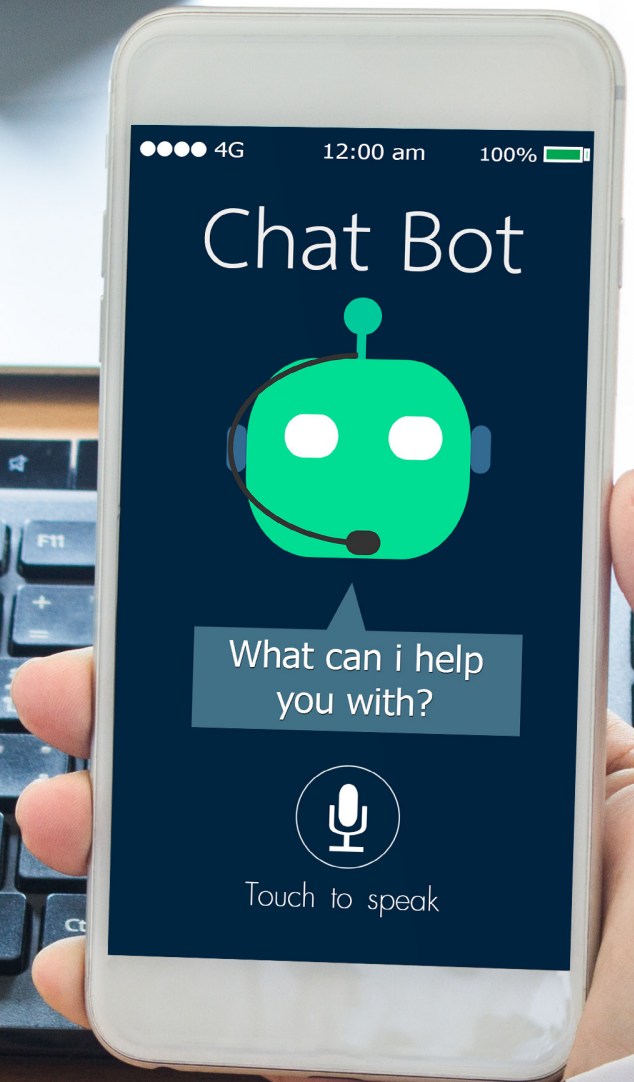
- Loan processing and disbursement

Key Quantifiable Benefits for the Bank

- Automated 25+ banking processes

- Reduced operational risk substantially through accurate-automated reconciliations

- Reduced turnaround time by more than 50%

- Improved accuracy by more than 90%

- On demand scalable operations – TDS automation successfully cater to peak requirement at FY end i.e. 15 to 20 times the normal volume of lean period

- Significant FTE reduction for automated processes as time intensive work is completed by BOT

Other Benefits

- Deployment of Bot to execute time intensive manual work load freeing up employee time for value added activities, thus improving overall efficiency of operations

- Solution ensured that all business rules and validations are executed for each transaction / record, any exception was routed to human agent for processing

- Feedback from the business users were implemented to improve the efficiency of rules and trained model

- There was a seamless orchestration of Bot and Human activities for executing the sub processes leading to confidence in automation

- Audit trail was available for each transaction and were available for process & regulatory audits

- Reusable automation scripts helped in monitoring and production support activities

- Significant reduction in recruitment, learning and development costs as the process can be scaled on demand. In addition, high attrition in these roles will not impact performance going forward

For more information, contact askus@infosys.com

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