Case Study

Client On-boarding - KYC business desk for Leading Global Bank
Client
Leading US-based Global Bank, headquartered in New York, US.

Challenges
Reduce cost by outsourcing of Level 1 client onboarding KYC (Know your customer) business and technology operations.

Scope
Operate a global horizontal team for business and technology operations, using optimization levers such as shift left, automation of User Requests / NLP, effective change management adopted to follow the Sun model.

LTI Solution
Usage of a KYC BOT farm to perform level 1 technology and business functions, with a command center to monitor the BOTs. Automation of user requests through the usage of NLP and shift left of client KYC level 2 tasks to the Level 1 team.

Business Benefits Delivered
- Improved productivity of product operations and end users
- Reduced Mean Time to Resolve (MTTR) by 30% to 40%
- Enabled tower specialists to concentrate on core area of KYC support

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