



Let's Solve

# 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

---

LTI (NSE: LTI) is a global technology consulting and digital solutions company, helping more than 250 clients succeed in a converging world. With operations in 27 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform, enabling their mobile, social, analytics, IoT and cloud journeys. Founded 20 years ago as the information technology division of the Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 20,000 LTIites enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at [www.Ltinfotech.com](http://www.Ltinfotech.com) or follow us at [@LTI\\_Global](https://twitter.com/LTI_Global)

[info@Ltinfotech.com](mailto:info@Ltinfotech.com)



A Larsen & Toubro  
Group Company