Case Study

Corporate Banking-integrated ITO operations using Horizontalized BOT Farms
Client

Challenges
Extreme cost reduction in overall ITO operations, including Trade, Channels (Digital/Traditional), Payments, Liquidity and core banking applications, as well as supporting cloud infra with improved QOS and SLAs.

Scope
Application and Shared technology environment support for corporate banking portfolio globally, with 24x7 managed horizontalized services. Transformation of support model through an integrated support model. Provisioning of BOT farms for command center, service desk and batch horizontal.

LTI Solution
Cognitive end-to-end automation of tickets and user requests using RPA, AI, ML, NLP. Digitization of 900+ runbooks to enable BOT farms for horizontal services. Consolidation of production support and environment support for key applications and wave-wise replication of the model.

Business Benefits Delivered
- Overall savings of 40-45%.
- BOT Farm Monitoring and end-to-end resolution of 5000+ alerts.
- 70%+ reduction in ticket volume cutting across application and infrastructure.