



Let's Solve

Case Study

Increased Customer Base
and Simplified Banking
Experience for Banking
& Financial Services Major



A Larsen & Toubro
Group Company

Client

France-Based Multinational Banking & Financial Services Company

Challenges

- The client struggled with paper-intensive processes, leading to customer frustration.
- They faced a high cost-to-serve for every customer.
- The customer base had a worrying millennial void.
- The account onboarding process was manual with low internet penetration, and the forms were not digitized either.

LTI Solution

- LTI brought the bank to the customers, through a tablet-based solution for customer onboarding, and a kiosk-based solution for customer self-service.
- It digitized the account opening process, consisting of customer detail captures, KYC compliance checks, automated trigger of services, etc.
- It integrated the solution with multiple systems such as core banking, document management, cards, and other backend systems, seamlessly.
- LTI implemented a scalable and flexible architecture to boost reusability, with customization for multi-country rollout.

Business Benefits Delivered

- Account opening duration reduced from 5 days to less than 30 mins.
- Solution extended to 23+ branches.
- A 12-country global rollout in process.

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 300 clients succeed in a converging world. With operations in 30 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 in 1997 as a subsidiary of 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 26,000 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.Lntinfotech.com or follow us at [@LTI_Global](https://twitter.com/LTI_Global)

