



Let's Solve

Case Study

RPA-led Digital Transformation for
Leading Fortune 100 Global Banking
& Financial Services Company



A Larsen & Toubro
Group Company

Client

Our client is a global digital banking leader in Institutional & Consumer businesses, providing best-in-class service solutions for financial services that enable growth and economic progress.

Challenges

- ▶ **Missed SLAs due to manual & tedious work :** Annually, the client processed ~250K “Tax Information Requests” , which was a manual task. The SMEs received “Requests” from the end user in readable, scanned PDFs in emails which further needed to be validated and updated into multiple applications. This time-consuming process resulted into missed SLAs.
 - ▶ **Delays caused by Process Variation:** Many processes had a 20% to 30% variation in functionality across the clients, where client-specific guidelines and procedures needed to be adhered and followed, causing further delays.
 - ▶ **Negative Impact on bank’s credibility:** Data entry errors that were being reported were negatively impacting the bank’s credibility. The SMEs working on these processes experienced a high level of dissatisfaction due to the repetitive nature of their tasks,
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LTI Solution

LTI proposed its Intelligent RPA solution. We studied client processes and analyzed each of their stages in detail to understand the suitability of using RPA to reduce the mundaneness and repeated efforts involved. Validating and updating wrong tax details could cost millions of dollars as penalty and a scrutiny from Legal & Regulatory Compliance team.

LTI leveraged its RPA + Complementary Digital Levers for the client’s Finance, Risk & Operations LoBs across the globe. We leveraged leading RPA, OCR & Silverlight technologies, designed “Robotized” processes and implemented them across various Finance, Risk & Operations LoBs.

- ▶ Bots were deployed to perform validation of each business rule across multiple data points.
- ▶ Robotic CommandCentre (RCC) - a personalized dashboard was also implemented where Senior Management and SMEs could track bot health status, KPI metrics and SLAs.
- ▶ Multiple building blocks (modules) were also created to help scale up the RPA processes, thereby resulting in 20% to 30% savings in development efforts.

Business Benefits

- ▶ 60% improvement in processing time
- ▶ 80% of requests processed without any manual intervention
- ▶ Significant cost savings and improved operational efficiency
- ▶ Error-free processes with regulatory compliance
- ▶ Better insights and analytics through Robotic Command Center (RCC)
- ▶ Fully maintained logs essential for compliance & audit traceability

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 350 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 28,000+ LTItes 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 or follow us at [@LTI_Global](https://twitter.com/LTI_Global)