



40% Improvement in
Productivity of Global Bank
with Intelligent Automation

Client

The client is a multinational financial services group, offering personal and business banking, corporate and investment banking services worldwide.

Challenge

Having been acquired by a global bank and with numerous mergers, the client decided to embark on their process digitization to increase process efficiencies, connect disparate legacy & new age systems and reduce costs.

LTI Solution

Leveraging its Accelerated Process Discovery Framework, LTI prioritized use cases across the client's value chain, based on the client's immediate and long-term business objectives like high volume and FTEs, automation percentage possible, business readiness, complexity and potential RoI.

A Wave Management Framework was co-created, setting up a well-defined operating model with a centralized CoE to enable and govern an enterprise-wide automation rollout. Through Design Thinking workshops, LTI conducted an end-to-end process designing & mapping with appropriate digital levers.

Apart from automating 140+ sub-processes and deploying 730+ bots (Optimized from 850+) via RPA, other digital technologies such as BPM, OCR, NLP and machine learning were also leveraged.

Business Benefits

- ✓ **80%** of the mundane and repetitive tasks automated
- ✓ The AHT was **reduced** from 4 hours to 30 minutes per customer case
- ✓ **40%** higher productivity of analysts, leading to significant cost reduction
- ✓ Consolidated intelligence and vocabulary via continuous learning brought forth consistent scoring, thereby improving overall compliance.

LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions company helping more than 420 clients succeed in a converging world. With operations in 32 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 30,000+ 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)