



Case study

Client On-Boarding - KYC Business Desk for a Leading Global Bank

Client

Leading US-based Global Bank, headquartered in New York, US.

Challenges

Reduce cost by outsourcing of Level One 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, and effective change management adopted to follow the Sun model.

LTIMindtree Solution

Usage of a KYC BOT farm to perform level one 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 two tasks to the level one team.

Business Benefits

- 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

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