



Let's Solve



A Larsen & Toubro
Group Company



Case Study

Optimizing Customer Service with Digital Initiatives for a Global Banking Giant



Let's Solve

LTI implemented cost-saving architecture for a leading European bank.

Business Challenges

Due to fierce competition and fragmented market dynamics, a Europe-based banking giant was losing out on its African business. The bank decided to leverage digital technology to recapture its shrinking market share in Africa and expand its customer base to a section of digital natives.

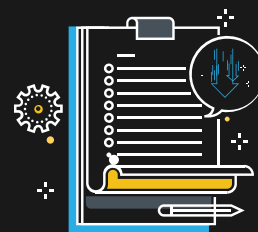
What we did?

LTI partnered with the lender to analyze the existing banking model and understand the scope for digitally-driven enhancements. LTI found that a reduction in the time required to capture data and migration of transactions from branch banking to digital banking, could save the bank millions of euros every year.

LTI identified seven themes to achieve this, including digitizing of services, self-help portals, and workplace transformation. We engaged in a comprehensive revamp of the bank's business model and the development of its IT solutions. We also designed two multi-platform solutions to assist with digital onboarding and provide a self-service kiosk to the bank's customers.

What was achieved?

Post the engagement with LTI, the bank reduced its data capture time from 60 to 15 minutes and digitized its operations to a large extent. The bank also made significant progress with service digitization, digital onboarding, social media engagement and change management. Other benefits delivered included:



Reduction in paper usage by **over 1 ton** annually.



Proposed savings of around **Euro 5 million** year-on-year



Improved customer experience.

LTI (NSE: LTI) is a global technology consulting and digital solutions Company helping more than 435 clients succeed in a converging world. With operations in 31 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 unrivalled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 36,000 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 <http://www.Ltinfotech.com> or follow us at @LTI_Global