



Case study

## Client On-Boarding - KYC Business Desk for 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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