



## Case study

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# Corporate Banking-Integrated ITO Operations Using Horizontalized BOT Farms

## Client

US-based leading global bank headquartered in New York.

## Challenges

Extreme cost reduction in overall ITO operations, including Trade, Channels (Digital/Traditional), Payments, Liquidity and core banking applications, as well as supporting cloud infra with improved QOS and SLAs.

## Scope

Application and Shared technology environment support for corporate banking portfolio globally, with 24x7 managed horizontalized services. Transformation of support model through an integrated support model. Provisioning of BOT farms for command center, service desk, and batch horizontals.

## LTIMindtree Solution

Cognitive end-to-end automation of tickets and user requests using RPA, AI, ML, and NLP. Digitization of 900+ runbooks to enable BOT farms for horizontal services. Consolidation of production support and environment support for key applications and wave-wise replication of the model.

## Business Benefits

- Overall savings of 40-45%
- BOT Farm Monitoring and end-to-end resolution of 5000+ alerts
- 70%+ reduction in ticket volume cutting across application and infrastructure

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