



Let's Solve

Case Study

Global Banking Institution
Optimizes Process Efficiencies in
Finance Crime Investigation with
Automation Offering



A Larsen & Toubro
Group Company

Client

The client is a leading financial services provider, offering personal & business banking, credit cards, corporate & investment banking, wealth & investment management, as well as bancassurance.

Challenge

- The financial crime process consists of a series of steps, starting from allocation to analysts, preparation & enquiries, compilation & analysis, quality assurance, and report delivery, which was all done manually. This process was time-consuming, making room for errors.
- Moreover, the manual activity needed many resources, which increased the cost of this process.

Solution

- LTI analyzed the Financial Crime Investigation process, and found out opportunity areas for Automation & Optimization, thereby proposing steps for transformation:
 - Digitized Workflow, using BPM, to provide control to the end users.
 - Applied Robotics for automating activities & reducing manual efforts.
 - Leveraged NLP & Machine Learning to facilitate consistent, better & faster decisions.
- We delivered better accuracy, using domain-specific vocabulary (NLP) and Machine Learning capabilities.
- Supported multiple Enterprise and External information, including search engines, media publications and proprietary databases.

Business Benefits Delivered

- **55%** Time Savings
- **60%** Increased Productivity
- **80%** Better Accuracy

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