



40% Improvement in
Productivity of Global Bank
with Intelligent Automation

Client

The client is a multinational financial services group, offering personal, business corporate, and investment banking services worldwide.

Challenge

Having been acquired by a global bank and with numerous mergers, the client decided to embark on their process digitization to increase process efficiencies, connect disparate legacy and new age systems, and reduce costs.

LTIMindtree Solution

Leveraging its Accelerated Process Discovery Framework, LTIMindtree prioritized use cases across the client's value chain, based on the client's immediate and long-term business objectives like high volume and FTEs, automation percentage possible, business readiness, complexity, and potential RoI.

A Wave Management Framework was co-created, setting up a well-defined operating model with a centralized CoE to enable and govern an enterprise-wide automation rollout. Through Design Thinking workshops, LTIMindtree conducted an end-to-end process designing and mapping with appropriate digital levers.

Apart from automating 140+ sub-processes and deploying 730+ bots (Optimized from 850+) via RPA, other digital technologies such as BPM, OCR, NLP, and machine learning were also leveraged.

Business Benefits

- **80%** of the mundane and repetitive tasks automated
- The AHT was **reduced** from four hours to 30 minutes per customer case
- **40%** higher productivity of analysts, leading to significant cost reduction
- Consolidated intelligence and vocabulary via continuous learning brought forth consistent scoring, thereby improving overall compliance.

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>