# LTIMindtree

# 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.