

Case Study

Transformed Global Bank & Automated Workflow Processes

by Integrating Legacy Systems to Serve their
Customers Faster & Better



Client

A leading global bank that serves more than **200 million** customer accounts and does business in more than **160 countries** and jurisdictions.



Challenges



Lack of unified customer experience across different channels and partners for dispute resolution.



Manual business processes and approval cycles. No standardized case management framework.



Legacy KYC platform without robust reporting and tracking.

LTIMindtree Solution

- We worked collaboratively on a unique open banking solution where customers could effortlessly submit/manage disputes using the bank's dispute app on the phone, via chat, or via mail
- Automated manual processes, thereby improving the efficiency
- Developed applications for policy change management by bringing in governance in the developed application
- Created a robust and scalable KYC application that deals with E2E operations of a customer across different lines of business (LOBs).
- Implemented a workflow process with better tracking of sales practice surveillance cases ensuring the resolution of the cases
- Automated processes using Pega for sales practice and risk management
- Implemented a centralized, consistent, and standardized annual risk assessment process consisting of robust infrastructure, taxonomies, and clear criteria for activity, risk, control, and monitoring tool

Business Benefits

80% elimination of manual processing through automation

80% re-usability achieved with a scalable and modular architecture, which saved up to **60K** man-hours/year

Automated case creation and resolution reduced the average days of resolution of a client inquiry down to **15** minutes from **10** days

14 fusion BOTs were removed, which saved USD **1.5** million due to the automation

60-70% efficiency achieved with a reduction in TAT

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