




Best Stories from Centre of Excellence for Low-Code Apps

**Accelerate your Business with
IBM Cloud Pak for Business Automation**







Welcome to the Centre of Excellence for Low-Code Apps, where we offer world-class automation solutions to drive business agility, efficiency, and innovation. With our expertise in IBM Cloud Pak for Business Automation, we enable organizations to automate and optimize their business processes, gain insights from data, and create personalized customer experiences.

Capabilities

- >  **Intelligent Workflow Automation**
- >  **Decision Management and Automation**
- >  **Content Services and Document Processing**
- >  **RPA, Digital Labour, and Process Mining**

Product Features

- >  **Low-Code Development**
- >  **AI-Powered Insights**
- >  **Multi-Cloud Deployment**
- >  **Scalability and Flexibility**

Solutions for



Financial services



Healthcare



Manufacturing



Retail

Why Choose IBM Cloud Pak for Business Automation?

Here are some reasons why IBM Cloud Pak for Business Automation is **the best Automation Tool for your business:**



Seamless Integration



Intelligent Automation



Fast Time-to-Value



Open and Extensible



Secure and Compliant



Why LTIMindtree?

Get Started with the Centre of Excellence Low-Code Apps:

Whether you are looking to automate a single business process or transform your entire organization, the Centre of Excellence Low-Code Apps is here to help you. Our team of experts has years of experience in designing, developing, and implementing automation solutions for various industries and use cases.

Leading Oil and Gas Major

Automated Solution for managing Manual Processes & Documentations

Business Challenges

- Cumbersome manual processes
- No reporting & visibility to insights
- Lack of real time intuitive workflows

Solution Highlights

4500 Manual Processes Mapped to 600 Unique Processes

50M+ Documents Scanned & Uploaded

35k Users Accessing Documents

3400 Document Types Handled

36 Global Implementations Across Offices



Centralized BP Orchestration



Streamlined Integrations



Approval On-the-Go



Centralized Document Repository



Local Caching of Content

30%

Reduction in TAT for Approvals

50%

Reduction in TCO for Document Storage

7800

Trees Saved Per Year

50%

Improvement in Productivity

Insurance Major in the US

Business Rules Management Solution for Insurance industry

Business Challenges

- Outdated business processes
- Decentralized business logic across LOBs
- Inability to roll out critical changes faster

Solution Highlights

50k

Rules Authored Across the LOBs

5+

Products Implemented Successfully

7M+

Policy Quotes per Month



Centralized Solution



Speed to Market



Streamlined Integration



Business Empowerment



Customized Testing Utilities



Upgrades

60%

Improvement in Productivity

40%

Reduction in Testing Time

50+

State-Specific & Country-Wide Implementation

Large Insurance Company

Business Agility with IBM WODM

Business Challenges

- Reduce TAT to improve market share
- Retaining existing customers to leverage cross-selling
- Reduce costs and improve customer satisfaction

Solution Highlights

40+ Process Automated

500+ E2E Process Digitized

<3 Days for Customer On-Board



Developed Process Workflow Based Solution for Client's Processes



Designed to-be Process and Process Modelling



Integration with Legacy Backend System & Apps



Automation & Rule-Based Engine



Digitization of Physical Documents

50%
Increased Productivity

80%
Reduction Time in Client On-Boarding

70+
TAT Reduction

One of the Largest Bank in the World

Wholesale Banking Payment Migration to IBM BPM

Business Challenges

- Wholesale banking payment system had legacy platform and applications
- Reusability and consolidation of exiting payment flows

Solution Highlights

12+

Process Automated

500+

Send Volume of Payments



End to End Payment Process System Automation



Automate Various Payment Flows by BPM Orchestration



Owned End to End Exception Handling and Monitoring



Handling Delivery of Automation Across Geographics



End to End Testing of the Automated Payment System

30%

Lower Maintenance Cost

40%

Improvement in Scalability

50+

Improvement in Productivity

Major Financial Services Company

Intelligent RPA @ scale Automation of validations and verifications

Business Challenges

- Lengthy & manual approval process for fraudulent customer or faulty payments
- Manual document verification
- Intensive manual validations
- Repetitive credit & fraud assessment

Solution Highlights

740+ Robotic Processes Deployed

144+ Processes Automated

<1 For Customer On-Boarding



Automated Financial Crime List Approval Process



Process Visibility & Improvement



Digitized Checker Part of Financial Crime Process for Customer On-Boarding



Smart OCR for Document Digitization



Automated the Customer Verification Process for On-Boarding

30%

Manpower Released from Core Activities

80%

Tasks Automated

35%

Increase in Customer Conversion Rate

50%

Productivity Improvement

Large Global Bank

Global KYC process system automation

Business Challenges

- Manual document validation
- Locating the errors in failed transactions
- Handling the management of ticket resolution

Solution Highlights

130+

Robotic Processes deployed

140+

Use cases automated

55

KYC systems consolidated



Virtual Assistance of Ticket Resolution Management



End to End Process Implementation of Process Discovery & Design



Deep Learning Model for Historic Financial Data



Smart OCR for Document Digitization



Finalized the Design & Development of KYC System Across 90+ Countries

30%

Increased Bank Revenue

100%

Automation Achieved

30%

Reduction in Operational Costs

40%

Reduction in Aht

Leading Global Bank

Automation of Trade Finance & Onboarding

Business Challenges

- > Generation of reconciliation reports from across 50+ applications
- > Manual documentation validation process
- > Manual process in Retail, Cash, HR and Support Services, Trade and Marketing

Solution Highlights

15+

Processes Automated

60+

Sub Process Automated

3500+

Hours Saved Per Month



Implement BOTs to Download File Feeds for Report Generation



NLP Based Entity for Faster Document Verification Process



Key Process Automation in Retail, HR, Cash, Support Services, Trade & Marketing



End to End Workflow Automation for Customer Onboarding Process

10%

Increased Bank Revenue

75%

Accuracy Gain

30%

Reduction in Incidents

40%

Reduction in TAT



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 www.ltimindtree.com.