



CASE STUDY

**RPA for ATM Management, Helpdesk,
Claims processing & Dispute
management, Debt Approval**

Client is one of the largest banks in Saudi Arabia having subsidiaries & affiliates operating in 8 countries.



Client Situation

The financial institution seeks to leverage the expanded scale, reach, and digital capabilities to provide enhanced products and deliver unparalleled customer experience. The client wants to enable digital transformation by establishing RPA COE as part of the organization-wide digital transformation initiative along with optimization of costs and productivity improvements.



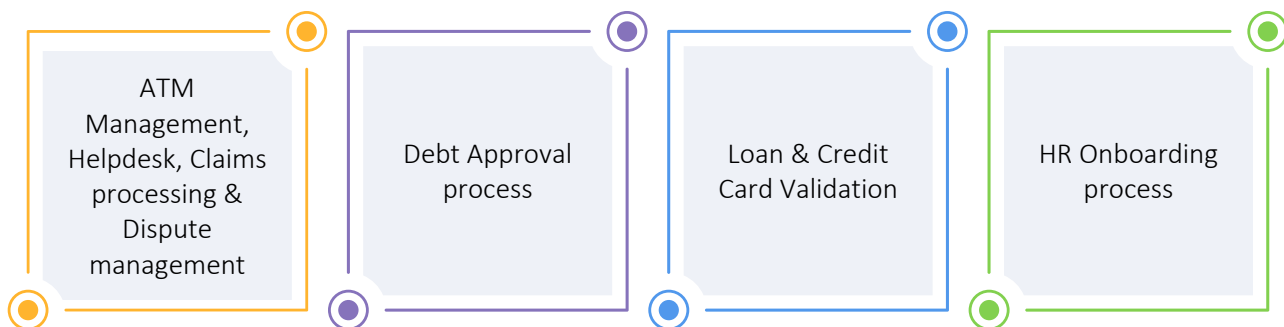
Client Challenges

- Enable digital transformation by establishing RPA COE as part of the organization-wide digital transformation initiative
- Automation needs across ATM service desk, claims processing, debt approval processes, HR onboarding processes and over 100+ other Financial, HR and IT processes
- The claim processing is manual, time intensive, prone to mistakes leading to errors, slow down the claim cycle time and higher cost as customer has 25 FTE to address the process on time within SLA
- Navigating multiple screens, dealing with multiple applications, transactions on mainframe applications, and verifying within 30 minutes SLA 24x7
- Reading 300+ emails per day and processing the request within the specified SLA
- Day-to-day employee onboarding tasks, sending onboarding kit, contract creation

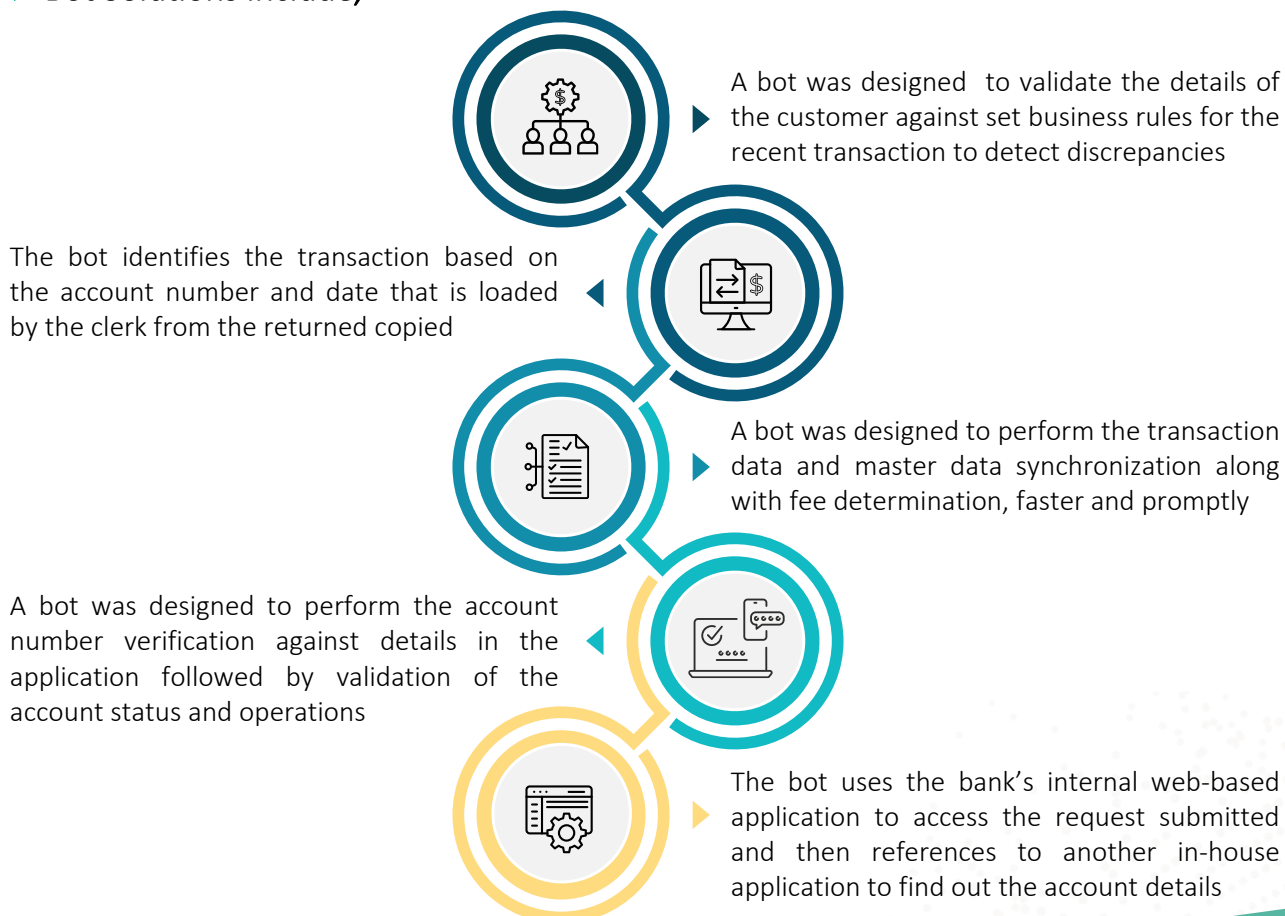


ITC Infotech Solution

- CoE for automation setup to drive standardization, procedures & govern the initiative to success
- Roadmap: Development of reusable codes to expand the scope of automation to 200+ processes in the pipeline
- Automation solutions across:



- Bot Solutions include,



Implemented UiPath as a flexible and user-friendly RPA solution. Where Deployed 500+ robots to automate 100+ financial processes including HR, Shared Operations, Enterprise reconciliation, Collections, ATM Services, Payments, AML, Fraud Detection, Auto Lease, Trade finance, SAMA Reporting, etc. Deployed processes to work with both structured and unstructured data and train them to handle multiple banking documents such as a financial report, KYC documents, trade-finance documents, and ATM services reports. Implemented RPA-based automation RPA bots that entirely transform manual processes into automated claim processing. Postpone Transaction item for 3 hours or 3 days, depending upon the condition and pick the line item when it has completed the SLA and perform the tasks which have to be completed.

Exhibit 2: End to End Traceability

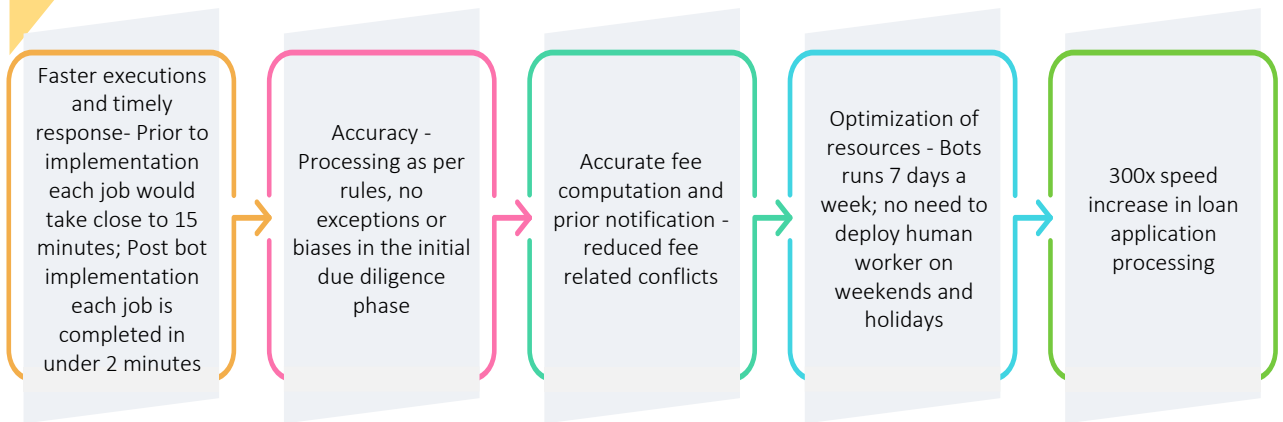
The bot identifies the transaction based on the account number and date that is loaded by the clerk from the returned copies. The bot receives a request list based on which it extracts details of the loan from the bank's internal web application. Based on business rules built into the bot, the fee is determined, and the entire transaction detail is updated in the reference master.

All operations, and activities are documented, tracked & reported to ensure complete transparency.





Results & Client Benefit



Bottom Line

ITC Infotech can help automate banking, financial services and Insurance organizations on various processes not limiting to ATM Management, Helpdesk, Claims processing & Dispute management, Debt Approval process, Loan & Credit Card Validation, HR processes of onboarding, rewards & recognitions owing to its huge experience in BFSI domain, playbooks & accelerators to drive higher value.

refer: <https://www.itcinfotech.com/capabilities/automation/>

About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.

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