



UiPath-powered automation streamlined the bank's operations by eliminating manual processes, increasing processing speed, and enabling 24/7 workflow availability. The solution improved compliance, reduced costs, and scaled easily to meet growing business needs, while IDP models trained on over 60,000 documents significantly enhanced data accuracy.

+700

Automation BOTS

+30

Departments onboarded
for Digitation

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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Reinventing Banking at Scale: AI & Automation for Saudi Arabia's Leading Commercial Bank



CHALLENGES

- Manual, paper-based processes slowed transaction handling, increased errors, and delayed customer service. Data was fragmented across departments, limiting real-time visibility and making accurate reporting difficult.
- Evolving regulatory requirements became harder to manage without automated tracking and audit mechanisms.
- Traditional banking models could not meet rising expectations for seamless digital experiences, reducing customer satisfaction and increasing the risk of customer loss.
- Lack of digitization limited scalability, slowed innovation, and reduced the bank's ability to adapt quickly to changing business and technology demands.

UiPath solutions enabled AI-driven digitization and intelligent automation to modernize the bank's operations end-to-end. The key solutions included:

SOLUTION

- Intelligent Document Processing (IDP): Developed and deployed 25+ IDP processes to automate the extraction, classification, and validation of data from forms, cheques, KYC documents, and loan applications across multiple languages, including English and Arabic.
- AI-Driven Risk & Credit Assessment: UiPath AI Center models analyzed customer data patterns to assess risk levels and evaluate creditworthiness with greater accuracy and speed.
- Data Reconciliation & Reporting: RPA bots automated daily reconciliation of payments, transactions, and accounts, ensuring accuracy and timely reporting.

RESULTS

- Eliminated manual work, reducing errors and improving accuracy.
- Increased transaction processing speed.
- Enabled 24/7 operations with highly available automation workflows.
- Simplified implementation and accelerated solution rollout.
- Improved compliance and audit readiness.
- Lowered operational costs and supported easy scalability.
- IDP models trained on 60,000+ documents delivered higher data accuracy.