Contents

[Title 2](#_Toc202372461)

[Executive Summary 2](#_Toc202372462)

[Project Overview 2](#_Toc202372463)

[Project Objectives 2](#_Toc202372464)

[Scope 3](#_Toc202372465)

[Stakeholders 3](#_Toc202372466)

[Business Requirements 4](#_Toc202372467)

[Business Process and Workflow Diagrams 5](#_Toc202372468)

[Assumptions 5](#_Toc202372469)

[Constraints 6](#_Toc202372470)

[Dependencies 6](#_Toc202372471)

[Risk Management Plan 6](#_Toc202372472)

[Approval and Sign-Off 6](#_Toc202372473)

Customer Onboarding Automation V\_1.0

# Title

|  |  |
| --- | --- |
| Project Title | Automating Customer Onboarding in a Bank Using UiPath |
| Document Version | 1.0 |
| Author | Smita Nikalje, Business Analyst |
| Approval Date | DD/MM/YYYY |
| Project Sponsor | Jane Smith, Head of Digital Transformation |
| Document Revision History | Version 1.0 (Initial Draft) |

# Executive Summary

The project aims to automate the customer onboarding process for a bank using unattended UiPath. Automation. Currently, the bank’s manual onboarding process is slow, error-prone, and costly. Automating this process will reduce time-to-onboard, improve accuracy, ensure compliance, and enhance customer experience. The automation will involve verifying customer details, validating documents, performing KYC checks, and creating accounts in the bank’s core system.

# Project Overview

The customer onboarding process involves customers submitting identification documents (such as passports, national IDs) and proof of address. These documents are then manually verified with the data available in the CRM application and banking application, which is time-consuming (% working days are required) and error-prone. This project aims to automate the process using Robotic Process Automation (RPA) with UiPath.

Business Problem:

* High operational costs due to manual data document validation.
* Long onboarding time causing dissatisfaction among customers.
* Increased risk of human errors in document verification and KYC processes.
* Solution: UiPath document understanding can process a wide variety of documents provided by customers. Data and documents validation rules will be included in process flow of studio.

# Project Objectives

Tangible Benefits:

1. Reduce Onboarding Time: Reduce the time to onboard a customer by 50%.
2. Error Reduction: Achieve a 100% reduction in human errors during document verification and data entry.
3. Compliance: Ensure 100% compliance with regulatory requirements (KYC, AML).

Intangible benefits:

1. Customer Satisfaction: Improve customer satisfaction by reducing wait times and providing a seamless onboarding experience.

# Scope

In-Scope:

1. Document Upload: Customers will upload identity and address proof documents.
2. UiPath’s Document understanding Data Extraction: Automating data extraction from the documents.
3. KYC Verification: Automation of KYC checks using the extracted data from CRM application
4. Banking data verification: Verifying required information on banking application as per given rules
5. Account Creation: Automated account creation in the bank’s core banking system.
6. Customer Notifications: Sending emails/SMS notifications to customers about onboarding status.
7. Audit Logs: Keeping detailed logs for every action performed during the onboarding process.

Out-of-Scope:

1. Post-Onboarding Activities: Tasks such as credit score evaluation, loan approvals, and account-related services are not part of this process.
2. Integration with Third-Party Systems: No integration with external KYC databases or other third-party systems.
3. Mobile App Integration: No direct integration with mobile apps for document submission.

# Stakeholders

|  |  |  |
| --- | --- | --- |
| Role | Name | Responsibilities |
| Project Sponsor | Jane Smith | Approve project objectives, scope, and major milestones. |
| Business Analyst | Smita Nikalje | Gather requirements, document processes, and ensure alignment. |
| Developer | Alan Richards | Design and implement UiPath automation scripts. |
| Quality Assurance | Maria Gonzalez | Test the solution for bugs and ensure it meets business needs. |
| Compliance Officer | Sarah Johnson | Ensure the solution complies with regulatory guidelines. |
| IT Support | Michael Turner | Provide infrastructure support and ensure system stability. |
| End Users | Customers | Submit documents and provide feedback on the onboarding process. |

# Business Requirements

Functional Requirements:

1. System authentication:
   * CMS must allow bot to login the system successfully.
   * BMS must allow to login the system successfully.
2. Document Upload:
   * The system must allow customers to upload their identity proof (e.g., passport, TIN document, national ID) and proof of address (e.g., utility bill).
   * Document types should be validated (PDF, PNG, JPG).
3. UiPath document understanding Data Extraction:
   * Extract key information such as name, date of birth, and address from the uploaded documents using OCR engine.
4. KYC Validation:
   * The system must cross-check extracted data against predefined KYC rules (e.g., match name on ID with name entered in the application).
   * Automatically validate the authenticity of the documents (e.g., format check).
5. Account Creation:
   * Create a new customer record in the bank’s core banking system after successful KYC validation.
   * Assign a unique customer ID for the newly created account.
6. Notifications:
   * Notify customers via email or SMS when their onboarding is complete.
   * Notify customers if their documents are missing or require correction.
   * Notify business users if bot is unable to login the CMS or BMS system.
7. Audit Logs:
   * Maintain detailed logs of the entire process, including document uploads, OCR extraction, KYC verification, account creation, and notifications sent to customers and business users.

Non-Functional Requirements:

1. Performance:
   * The system should process each customer within 15 minutes.
   * Handle up to 1000 customer onboardings per day.
2. Security:
   * All customer data should be encrypted and stored securely.
   * Ensure compliance with GDPR for data privacy.
3. Scalability:
   * The system should be able to scale to handle increasing volumes of customers as the bank grows.
4. Availability:
   * The automation system should be available 24/7 with minimal downtime.
5. Reliability:
   * The system should have an uptime of 99.9% with automatic alerts for system failure or issues.

# Business Process and Workflow Diagrams



# Assumptions

1. Customers will upload clear, legible documents for OCR processing.
2. The bank’s core system supports integration with RPA tools for customer account creation.
3. UiPath document understanding will be able to extract data from scanned or photographed documents.
4. Once the BRD is signed off, any changes to the process will be considered only after version 1.0 of the project is deployed in the production environment. These changes will then be processed as a change request, following the organization's governance document.

# Constraints

1. Document Quality: OCR accuracy depends on the quality of the uploaded documents. Blurry or illegible documents may require manual intervention.
2. Regulatory Compliance: Frequent changes in KYC regulations might require regular updates to the automation scripts.
3. Integration Limitations: If the core banking system does not support easy integration with UiPath, account creation could require manual intervention.

# Dependencies

1. The system depends on a stable internet connection for real-time document uploads.
2. The project requires access to the Banking Management System for account creation.
3. Compliance regulations (e.g., KYC and AML) must be stable during the implementation phase.

# Risk Management Plan



# Approval and Sign-Off

