I took part in developing and working on a business case for a bank proposing to the management for the loan approval process to be changed from a manual paper intensive process to a computerized automated loan approval process, which was meant to easily address frequent customer dissatisfaction, reduce risk of error/bottlenecks and compliance issues. Since the manual loan approval process presented a number of recurrent challenges such as high customer dissatisfaction, error prone manual processes (high risk of human errors), process bottlenecks and increased compliance risks (susceptible to incomplete and incorrect documentation). After adopting the computerized automated loan approval system which was characterized by automated data entry, workflow automation, digital document management, compliance monitoring and customer communication. Enhanced customer satisfaction, increased accuracy and efficiency, improved compliance and operational cost savings were significant improvements experienced by the bank after adopting our proposed computerized automated loan approval process. And also the bank also experienced a 10% increase in the number of customers.