

Challenge N° 06

Implementation of a RPA bot of bank transfers for small companies applying Process Mining techniques

Problem situation

A bank with offices in more than 20 countries manages thousands of banking transactions between natural and legal persons per day. These transactions are divided into several types and one of these is the payment between small companies, a process very sensitive to the amount to be transferred and with additional restrictions to a larger amount of money transferred. This process is done using a bank's own web platform to record the payment to which only the bank's employees have access, so the company must communicate with the bank to make the transfer. This process is not very clear and only the people who work daily in these transactions know the steps that must be executed, so the process is not internalized in the company and there is no documentation about it. In these transactions a day are moving billions of dollars around the world and the entity is not taking control of this money and the risks of it being lost are very high, so the CEO demands a solution that can be implemented in next month, that automates the way to do these transactions and that does not include more human resources.

Proposed solution

It is decided to Analyze the data of a process by identifying existing transaction logging. Use Process Mining techniques to better understand the actual business process and identify bottlenecks and failures in the business process. Leveraging the information discovered using Process Mining techniques, implement a bot using Robotic Process Automation (RPA) tools and automate the generated process.

The system must notify in case of any anomaly and continue with the transaction process (It is a productive environment; the bot cannot stop due to user errors).

Concepts

- **RPA (Robotic Process Automation):** Automation that replicates the actions of a human being interacting with a user interface of a computer system.
- **Process Mining:** Process management technique that allows analyzing business processes according to an event log.
- **Data Wrangling:** Application for the activity of data cleanup and transformation to other formats.

Tools

- Uiopath, Uiopath Orchestrator
- Prom
- Openrefine