



**A private-sector Indian
bank automated
95% of its user activities
and reduced its
paperwork by 85%**

COUNTRY
India

INDUSTRY
BFSI



About Client



Business Requirement



Our Solution



Tools & Technologies



Key Features



Business Outcome



About Client

Client is India's one of the fastest growing private sector banks. They currently serve over 3 million satisfied customers through a network of 244 branches spread across 20 Indian states and Union Territories. With their exceptional and excellent customer service, the client has been recognized by the World Economic Forum as a 'Global Growth Company' (GGC).



Business Requirement

An effective process flow automation tool with following expectations:

- Effective task management by automation of manual activities
- Process transparency established using real-time accurate data
- To enable data-driven decisions for effective work order life cycle management
- Improvement in overall employee interaction
- Simplified workflow to cater the processing needs of customers
- Overcome the challenge to manage the paper documents





Our Solution

- Request-management system to help employees create, manage, and track customer requests
- A system to identify the purpose of the request and automatically create the roadmap required to follow, in order to get the process approved
- An audit trail system to keep a record of the events in a chronological order of happening
- Integrated an automated task allocation management system
- Performance tracking of the participants in completing a customer request



Tools & Technologies



Key Features

- Easy user request management
- Simplified process management
- Audit trail
- Performance management
- Task allocation management





Business Outcome



95% automation of user activities



85% reduction of paperwork



Process transparency and visibility was improved by **100%**



70% reduction in time consumed to complete the transactions through manual processing



Considerable improvement in the user engagement



Accurate and real-time analytics of employees' performance



Real-time tracking of the transaction progress



Established in 2000, Cygnets Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnets Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnets Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnets Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.



Cygnets DES is a partner to clients in the competitive market space and deploys a consultative and customer-centric approach. Its solutions range from standalone bespoke development and managed services to building connected ecosystems across the enterprise and developing smart systems by leveraging emerging technologies like AI, Blockchain, and Hyperautomation.

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