

# Retail Bank Case Study

## Client

Mid-to-large-sized retail bank grappling with legacy systems and manual-heavy processes

## Key Challenges

High Processing Time: Manual loan applications, KYC checks, and reconciliations led to long turnaround times.

Compliance Pressure: Regulatory reporting was labor-intensive and error-prone.

Operational Inefficiencies: Staff overloaded with repetitive tasks (data entry, validation, document handling).

Customer Friction: Delayed onboarding and slow response to service requests reduced satisfaction.

Cost Pressures: Rising cost per transaction due to lack of process automation.

# RPA Solution Implemented

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graph TD; A[RPA Solution Implemented] --> B[Implementation Focus]; A --> C[Automated Processes]; A --> D[Highlights]; B --> B1[• Deployed bots for high-volume, rule-based tasks in 3 key areas]; C --> C1[• Loan Processing – Document checks, credit scoring]; C --> C2[• KYC & Onboarding – ID verification, form automation]; C --> C3[• Compliance Reporting – Data extraction, report generation]; D --> D1[• Integrated with existing systems]; D --> D2[• Rolled out in 8 weeks with minimal disruption];
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## Implementation Focus

- Deployed bots for high-volume, rule-based tasks in 3 key areas

## Automated Processes

- Loan Processing – Document checks, credit scoring
- KYC & Onboarding – ID verification, form automation
- Compliance Reporting – Data extraction, report generation

## Highlights

- Integrated with existing systems
- Rolled out in 8 weeks with minimal disruption

# Value Delivered

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graph TD; A[Value Delivered] --> B[Efficiency Gains]; A --> C[Compliance & Customer Impact]; A --> D[Financial Outcome]; B --> B1[60% faster processing]; B --> B2[80% fewer errors]; B --> B3[30% more staff capacity]; C --> C1[Improved reporting accuracy]; C --> C2[Full auditability]; C --> C3[+25% in CSAT]; D --> D1[ROI in under 5 months]; D --> D2[Scalable across functions];
```

## Efficiency Gains

- 60% faster processing
- 80% fewer errors
- 30% more staff capacity

## Compliance & Customer Impact

- Improved reporting accuracy
- Full auditability
- +25% in CSAT

## Financial Outcome

- ROI in under 5 months
- Scalable across functions

Thank You