

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

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

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