



Accenture is engaged with Barclays for doing e2e process mining implementation across 6 areas. With the success of the implementations and value delivered across use cases, Accenture brought in the thought leadership & e2e framework, use cases etc. to Barclays in multiple forums including the recently concluded vendor day. This resulted in Barclays to embark on an 'Automate & Transform' program with process mining stitching it together to unlock the potential of process in the bank.

## CLIENT CONTEXT

Barclays is a diversified bank with comprehensive UK Consumer, Corporate and Wealth & Private banking franchises, a leading investment bank and a strong specialist US consumer bank. It aims to become Simpler, Better and more Balanced to improve customer service, provide more support to consumers and businesses, deliver higher quality income growth, and build returns.

Challenge	Solution	Achievements
<ul style="list-style-type: none"><li><b>Complex</b> and iterative <b>customer Journeys</b> and processes resulting in increased costs, extended cycle time.</li><li><b>Delayed payments</b>, directly impacting the Payment on Time rate</li><li><b>Failing customer sentiments</b>, frequent customer escalations, extended Average Handling Time (AHT) directly contributing to a <b>lower Net Promoter Score (NPS)</b></li><li><b>Crippling end-user experience</b> looms large as case investigation times stretched, ensnared by the intricate web of multiple systems.</li><li>Ensuring that processes adhere to <b>regulatory compliance</b> and industry best practices to avert substantial penalties and safeguard reputation.</li></ul>	<ul style="list-style-type: none"><li>Accenture have put together a solution of <b>Functional, Process Mining, Automation experts</b> to leverage best of breed solutions and capabilities to <b>optimize the Group's most complex processes</b> and drive consistently excellent performance</li><li>Systematic approach to <b>identify Customer Journey</b> and Process priorities, and <b>agree the optimization strategy</b></li><li>Increasing the <b>scale and speed</b> to deliver process diagnostics (mining)</li><li><b>Simplifying the transition</b> from process mining to ongoing use</li><li>Building <b>new process automation solutions</b> and cataloguing and packaging existing solutions</li><li>Create a <b>culture of process transformation</b> and establish a Community of Practice</li></ul>	<ul style="list-style-type: none"><li>Won <b>3.2 m GBP</b> SI program, as part of <b>Transformation &amp; Automation</b> pillar to evolve its strategy of <b>Simpler, Better and More balanced Bank</b></li><li>Successfully delivered full fledged implementations for Procurement, USCB, Identity &amp; Access Management and Barclays UK Fraud usecases which will generate savings of around <b>35-40 Mn GBP</b> including productivity improvement opportunities for the bank</li><li>Streamlining the entire Process Mining, Automation &amp; Optimization as an end-to-end process to realize the value to Business.</li><li>100% India led sales, solution with delivery.</li></ul>

## Accenture Differentiation



**Established Celonis Process Mining delivery**



**Existing Automation CoE**



**Strong Industry/ Functional Expertise**



**Client Relationship**



**Pankaj Raythatha**  
Barclays TSL



**Trupti Mistry**  
Portfolio Lead



**Ayush Bhatt**  
Process Mining Lead



**Sainesh Dhar**  
Automation Delivery Lead