ENABLING "ZERO OPS" THROUGH INTELLIGENT AUTOMATION AND TECHNOLOGY TRANSFORMATION

CHALLENGES

- Reducing Operations process effort through automation.
- Transaction Volume and SLAs. Handling millions of transactions dealing with Fraud, Trade, ORAC (Regulatory) across Bank LBUs.
- Manage 16K+ Digital Workforce Monitoring 1600+ bots along with Platform health.
- Workforce with Legacy Skills Fulfilling niche skill demands in short span.
- Coding Standards and Review- Manual code reviews leading to defects and re-work
- Scaling up to Intelligent Automation

PROPOSED SOLUTIONS

- Formed Intelligent Automation COE and mobilized 90+ resources from 2020 – 24
- Worked with Bank to set up pod structure and currently 35+ pods have been placed in LOBs (BUK, Corporate, CIB, PBWM, WCOB)
- Heterogeneous and Hyper Automations - Automated 275+ processes involving 100+ applications (Citrix/Mainframe/Web/Desktop) using BP/UiPath/Alteryx/Decipher.
- Workforce Transformation - Upskilled 100% workforce on UiPath from Blue prism and cross trained in niche skills like Alteryx, Interact, Decipher & Python.
- Robotics Operations Centre - Implemented BOT/platform monitoring solution to provide a real-time view of the BOT processing.

KEY STATISTICS

300+
Processes automated

35+
Processes automated using RPA ++

100%
Colleagues cross trained in RPA++ in Q4 FY24

35
POD deliveries in progress at any given time.

485
FTE Reduction

£ 12.6Mn
Revenue Generation

£ 3.8Mn
Revenue with RPA++

553
Processes Monitored with ROC

For more information, contact: Pankaj Raythatha, Trupti Mistry, Sainesh Dhar