



Reduced Delivery Costs and Increased Operational Excellence for a Fortune 100 bank



About client:

A major global financial institution based in the US, operating in nearly 160 countries and jurisdictions. The bank offers a wide range of financial products and services, including consumer banking, credit, corporate and investment banking, securities brokerage, and wealth management.



Challenges:

The client faced several challenges with their existing manual operations:



Solution:

LTIMindtree approached the customer with a comprehensive hyperautomation strategy, and successfully developed and implemented solutions for over 2000 use cases and more than 1000 bots. The salient features of the solution include:

- **Process Discovery Framework:**

Identified the right set of automation candidates, based on customer requirements.

- **Hyperautomation Platform:**

As the next step, we selected the appropriate hyperautomation platform.

- **Process Standardization:**

Next, we standardized processes before scaling and transforming automation across LOBs.

- **Hyperautomation journey:**

- Started with stand-alone RPA in 2015 and progressed to hyperautomation, including RPA, ITPA, IDP, Data Automation, Low-code/no-code, AI/ML, and Gen AI.
- Developed quick RPA solutions for over 200 use cases across various LOBs, including distribution services, trade processing, investor services, cash/ asset management, fund accounting, and invoice processing.

- **Automation CoE:**

Established an Automation Center of Excellence (CoE) for central governance, achieving delivery excellence, and embedding best practices across LOBs.

- **Key Partner Tools:**

- **RPA:** UiPath
- **IDP:** Kofax
- **Data Automation:** Xceptor
- **Low-code/no-code:** Pega, Appian



Benefits:

40% Reduction in Operational Cost

Achieved through efficient automation

60% Reduction in AHT

Faster processing times for manual tasks

40% Reduction in Operational Cost

Achieved through efficient automation

20% Reduction in Enhancement Cost and Maintenance

Lower costs for system enhancements and maintenance

99.99% Increased Availability/Uptime

Achieved using high-availability (HA) architecture

The implementation of hyperautomation enabled the client to achieve significant operational efficiencies and cost reductions. By leveraging RPA in banking, the client not only streamlined processes but also enhanced compliance and governance, setting a benchmark for excellence in the financial industry.

To know more about how we can help you reduce delivery costs through hyperautomation, please contact us at EAuT.services@ltimindtree.com

About LTIMindtree

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 81,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit <https://www.ltimindtree.com/>.