

Case Study

Efficient Process Optimization through RPA

Financial Services

systems

Challenge

Our client is a large international bank. Previously, they had been performing several important business tasks manually, including data migration, keying data from scanned documents into their core banking application. These manual activities were time-consuming and error-prone, negatively impacted staff productivity, and diverted bank personnel's attention from more important work.

The client wanted to improve efficiency while reducing operational costs and complexity. To accomplish these goals, they required a single platform that would automate these repetitive tasks and facilitate communication between their legacy and modern applications in real time.

Solution

Systems Limited leveraged its experience in Robotic Process Automation to transform several of the client's processes, including legacy platform integration, data entry, and cloud archival. We used UiPath bots to reconcile records between the client's legacy AS400 system and Microsoft Dynamics CRM, which made valuable business information available for use via their e-services portal and mobile apps.

UiPath bots were trained to monitor specific email accounts for new attachments, correctly identify specific forms, extract information from the forms, and fill the relevant forms in the client's banking application. Average data entry time dropped from 30 minutes to 5 minutes. Bots were also used to convert recordings of voice calls to MP3 format and upload them to Azure cloud storage. The time required to complete the recording archival process was reduced from several days to just a few hours.

Technologies



Services



RPA strategy and implementation

Results



Higher information accuracy



Better staff utilization



Enhanced security and user access



Faster data entry and archival



Lower operating costs

About Systems Limited

Founded in 1977, Systems Limited is a leading global technology and business process outsourcing service provider. With over 4,000 employees globally, we create specialized solutions that help its clients around the world drive business results.

Systems Limited applies its business acumen and industry insights to help its clients achieve and sustain high ROI. We offer mission-critical digital enterprise solutions and a deep, technology-agnostic skill set that remains unmatched in the industry. By delivering on hundreds of projects, we have developed industry-specific and cross-industry services, products, and accelerators that enable our clients to realize business benefits faster with increased efficiency and lower overall IT costs.