Robotic **P**rocess **A**utomation
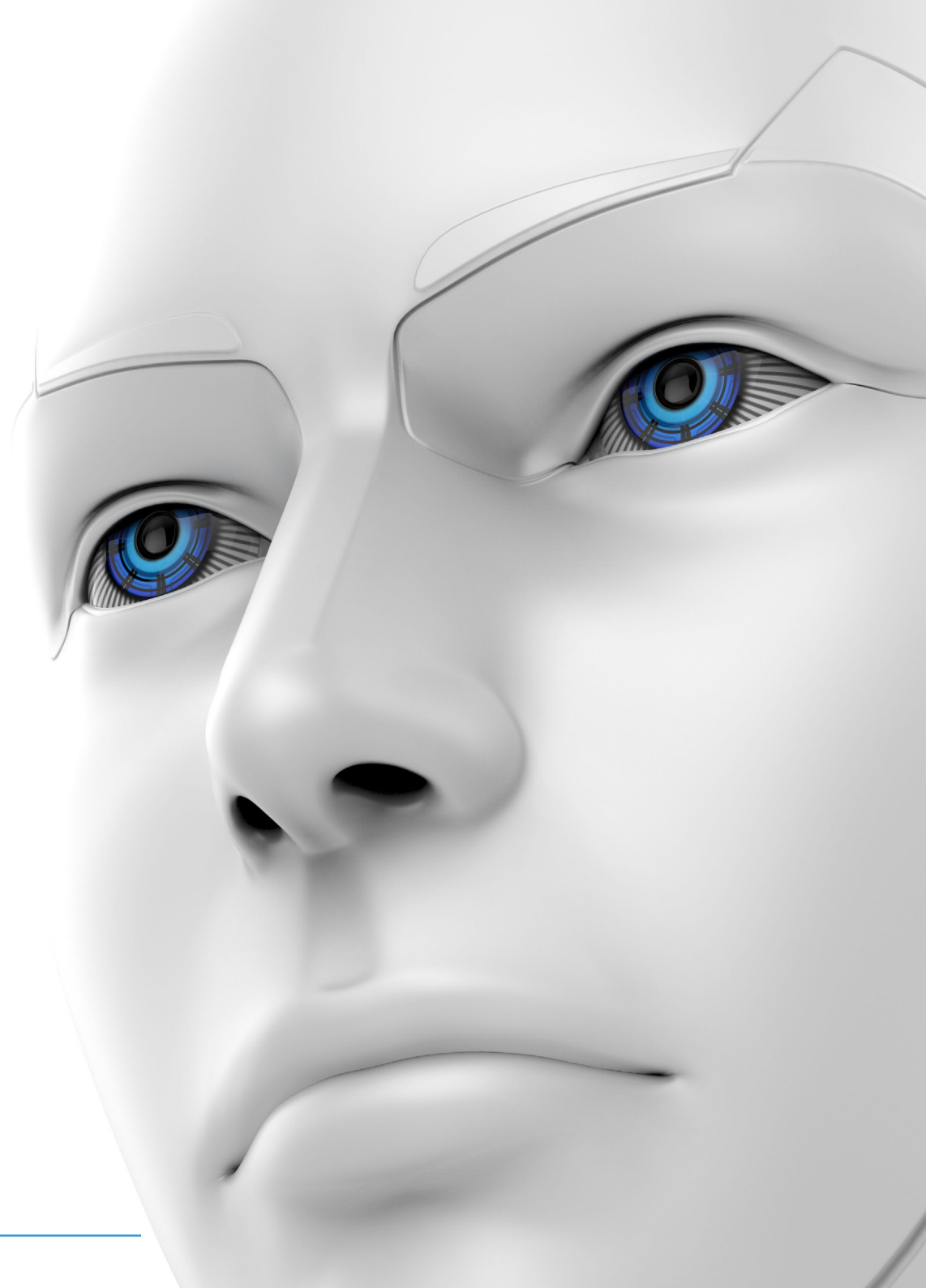
for Banking Industry

Introducing Automation at low cost and with near zero risk

Ibis
Solutions

The challenges of digital transformation in the Banking industry

> **Is the bank eradicating back-office manual work through intelligent operations?**

is the second most important question in Accenture's digital maturity assessment

MANUAL LABOR-INTENSIVE TASKS

Repetitive manual (usually low value and high volume) work often arises from legacy systems that are inflexible and not integrated into other areas of the bank systems. This leads to low job satisfaction, morale and productivity, as well as a lack of freedom to do more important work like solving problems or adding value to customer interactions.

LEGACY SYSTEMS

In many cases [ERP systems] force companies to re-engineer their business processes to accommodate the logic of software modules for streamlining data flow throughout the organization.

PAPER BASED DOCUMENTS

Many accounting documents such as invoices, purchase orders, expense statements, and even checks, are still processed on physical paper.

UNSTRUCTURED FORMATS AND NATURAL LANGUANGE

Once the data has been extracted, it often takes the form of unstructured information or consists of natural language that is understood by humans but is not easily used by most software.

The concept is simple: software "robot" replicates routine human-computer interactions, automating what would otherwise be tedious, repetitive tasks
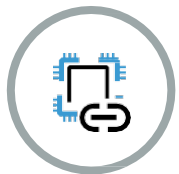
What Can Software Robots Do?

Here are some of the tasks that can be easily handed over the Robots

Log into any application

Connect to system APIs

Move files and folders

Extract content from documents, PDFs, emails and forms

Read and write to databases

Open emails and attachments

Scrape data from the web

Make calculations

UiPath's RPA Platform includes:

UiPath Studio

The perfectly intuitive environment where anybody can model automation visually, without code. A powerful recorder literally builds automation by watching you work, and a rich library of template activities will get you moving fast and easy

UiPath Orchestrator

Manages your entire workforce, handling all the critical enterprise duties: release management, centralized logging, reporting, auditing and monitoring, remote control, scheduling, workload management and asset management

UiPath Robot

Executes processes with perfect accuracy. It can run assisted, automatically executing tasks under your employees' control and supervision, or unassisted, processing high volume work independently from human interaction

RPA can help us to do more with less

Because digital labor in the form of RPA can supplement and augment the human workforce, it allows people to achieve more with fewer resources in less time

HIGHER EFICIENCY

RPA brings reduced cycle time and enhanced producitivity to the table, thanks to its ability to work 24/7.
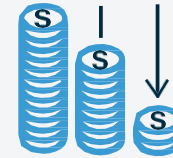
ADVANCED ANALYTICS

With RPA making gathering and organizing data easier, you can predict future outcomes and optimize processes.

GREATER PERFORMANCE AND QUALITY

Robots work consistently and tirelessly, and ensure greater accuracy resulting in high quality output.

LOWER COST

To replace a full-time employee with a software (RPA) can bring about 25-50% cost savings.

NON-INVASIVE TECHNOLOGY

There is no need to rewrite legacy software. A robot is like any other worker, carrying out tasks by using the same applications as you do.

The pillars of a successful and transparent automation initiative

EASY TO USE DRAG-AND-DROP PLATFORM

RPA practitioners can record and create their own automations. Administrators can deploy and scale quickly with shared components, configuration and upgrade tools, and centralized license management. Developers can work more quickly using task recorders, templates, and over 300+ drag-and-drop activities.

ATTENDED/UNATTENDED OPTIONS

UiPath supports the widest set of applications. Robots can work unattended, with humans in the loop, or in hybrid modes. AI Computer Vision technology reads screens and documents in a human-like manner and improves over time.

SCALABILITY

UiPath has a proven, scalable architecture that can be deployed on-premises or in the cloud (or hybrid cloud). It also includes a DevOps approach to create, deploy, manage, and share workflows across large teams.

The fitness criteria for choosing which processes to automate are:

It must be a highly manual, repetitive and high-volume process
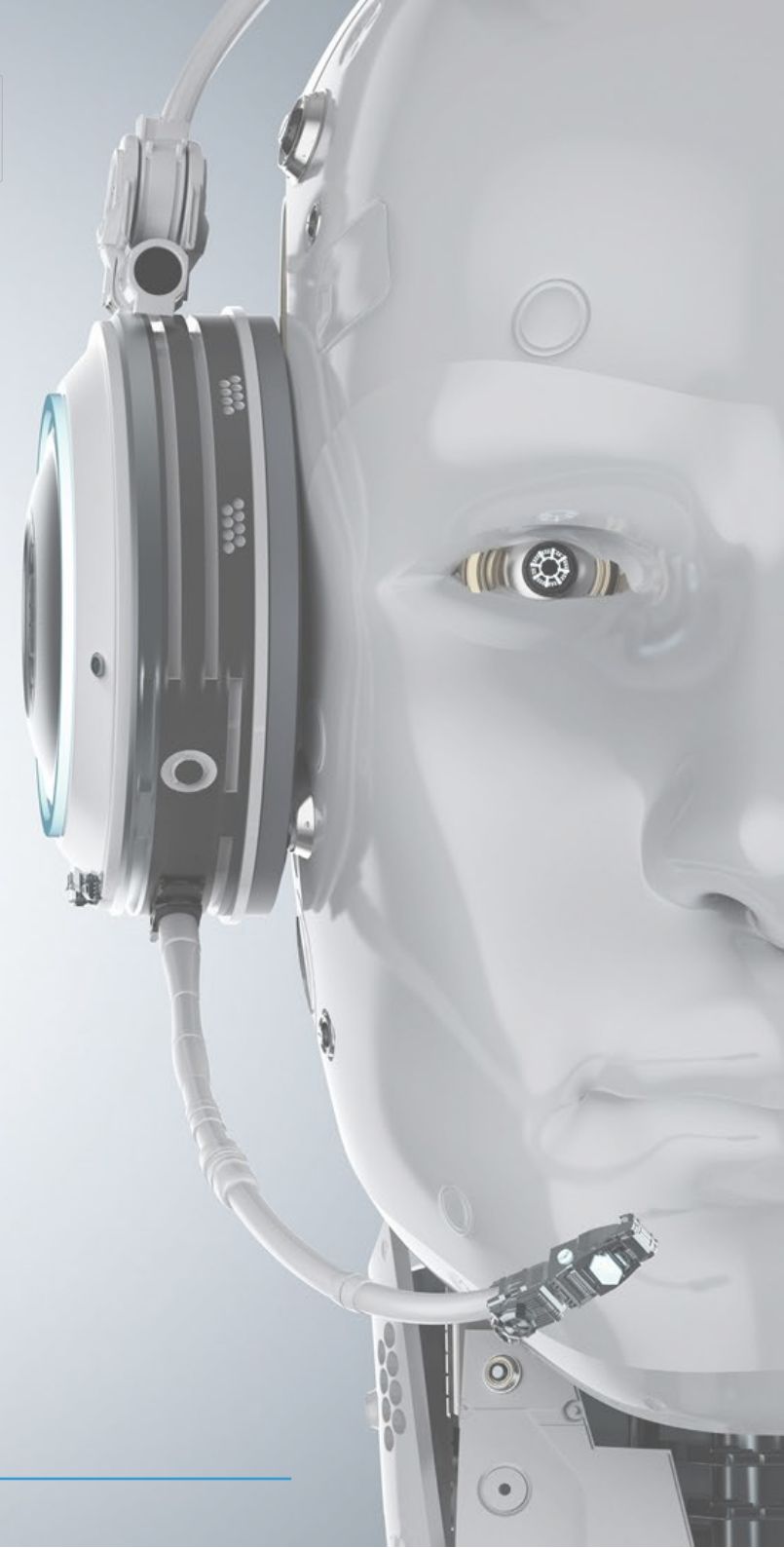
It must be a rule-based process

It must have a low exception rate (low variation between processes)

The inputs must be electronic or machine readable

The processes and their underlying Applications must be stable

Here, we've picked out a list of processes in commercial banking that are highly suited to RPA

Validating and processing online loan applications:

usually needed to support a 24/7 online process. RPA can be used to build intermediary bots between the online system and the main frame that uses business logic to ask the user to fix incorrect entries, make loan decisions and generate confirmation letters

Account Closure:

is usually a lengthy and time-consuming process that requires manual cancellation of direct debits and standing orders, transfer of interest charges and transfer of funds from one account to another etc., so it can processed by the RPA system with no manual intervention

Accounts Payable:

is a monotonous process that requires digitizing invoices from vendors using OCR, extracting information from all the fields in the invoice, validating it, and then processing it. RPA helps in automating this process and automatically credits the payment to the vendor's account after reconciliation of errors and validations.

KYC process:

Considering the cost and resources involved in the KYC process, banks have now started using RPA to collect customer data, screen it, and validate it. This helps the banks to complete the process in a shorter duration with minimal errors and staff.

Report Automation:

RPA helps banks in preparing reports with accurate data, gathering information from different sources, validates it, arranges it in an understandable format, and schedules it to be sent to different sources.

Process: ATM data exchange

CUSTOMER: Bank, Switzerland

IMPLEMENTATION TIME: within 4 weeks

THE CHALLENGE

The customer needed to automate a back office process with a volume of 200 data records per day, with an AHT of 10 seconds per data record. Two departments were involved in handling this process, using 3 applications on both desktop and web. The information was structured, with pre determined rules and conditions. The process had 10% of exceptions.

THE SOLUTION

The UiPath robot extracted and compared data records from a web portal and a desktop application and created an Excel file containing the collected data.

THE BENEFITS

- Degree of robotization: 90% of effort automated
- ROI: 2 months
- Error rate reduced to 0%
- Manual effort reduction to 0%
- Faster processing time reduction of 70%
- Faster response rate to internal customers

Process: Creation of bank accounts for mortgage customers

CUSTOMER: Bank, Germany

IMPLEMENTATION TIME: within 4 weeks

THE CHALLENGE

The bank had to automate a back office process with a volume of 500 events per month, with an AHT of 300 seconds per account. Three departments were involved in handling the process, using 2 applications on both desktop and web. The information was structured, with rules and decisions based on existing or new customers, length of mortgage, credit ratings, etc. The process had 5% of exceptions.

THE SOLUTION

The UiPath robot handled the automation of the interface between the credit information web portal and the core banking system of the bank.

THE BENEFITS

- ✔ Degree of robotization: 100% of effort automated
- ✔ ROI: 3 months
- ✔ Cost reduction by 70%
- ✔ Error rate reduced to 0%
- ✔ Manual effort reduction to 5%
- ✔ Faster processing time reduction of 75%

Process: **Fraud detection**

CUSTOMER: Global retail bank, Europe

THE CHALLENGE

The bank had an insufficient number of resources allocated, which was weighing heavily on the staff, generating big inefficiencies.

THE SOLUTION

The UiPath Robot accessed up to 15 applications, both internal and external. It checked several internal and external databases for potential clues of any suspicious activity for the bank's client and posted this information in a report for a human fraud prevention analyst.

UiPath™

THE BENEFITS

✔ Time spent on requests dropped from 45 minutes to 20 minutes, eliminating human involvement

✔ The robot allowed SLAs to be brought back to acceptable levels with the same resources

✔ 1hour was automated to 5 minutes (with 95% automation)

✔ No exceptions

Why Ibis?

Ibis Instruments is a private company founded in 1996 and today is recognized as one of the leading System Integrators in our region. As a specialized company with an educated and trained technical team, a portfolio of the world's leading companies and a wide range of service activities, we have served 100+ satisfied clients (including the largest banking groups in CEE). Our vision is to be a synonym for a company that is a reliable partner to its clients.

Let us highlight the key benefits we would bring to your RPA project:

→ Ibis Instruments has the banking industry experts you need to successfully scale your RPA initiatives.

→ You get the world leading RPA platforms, proven in many banks for all sorts of backend and frontend processes, with strong product roadmap and implemented fully in line with the UiPath recommendations and best practices

→ We offer high-performing teams delivering exceptional client service, including very experienced IT architects and business analysts, as well as certified advanced RPD developers

→ Project delivery in Agile methodology lead by an experienced scrum master or agile project managers

Speak to our RPA experts and give robots a chance. Let's pick a pilot process together, which is able to demonstrate the full value of RPA, providing you with experience needed to build a business case for more robust automation projects in your bank.
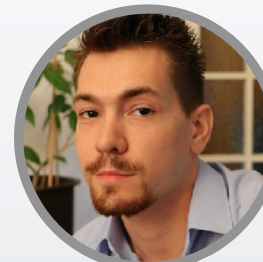
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