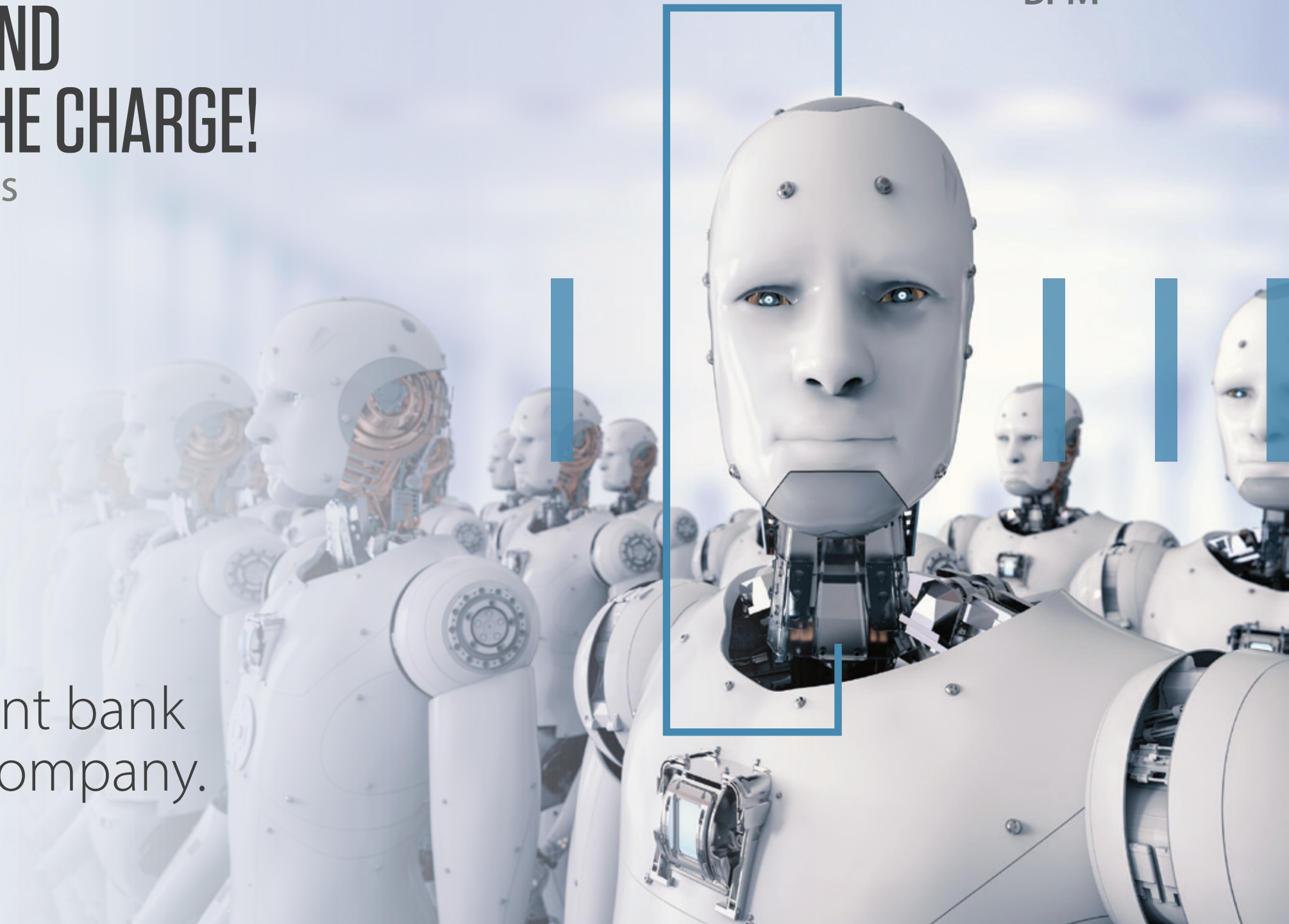


# THE UPRISING IS HERE AND ROBOTS ARE LEADING THE CHARGE!

Achieved 51% efficiency gains  
by implementing RPA.

The client is a  
multinational investment bank  
and financial services company.



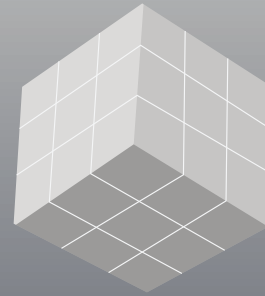
## CHALLENGES

The client had a staff strength of 14,000 and wanted to reduce operational costs and improve overall efficiency:



Customer onboarding and Global Data Management (GDM)

Siloed systems, inconsistent cross-reference IDs, and manual activities, leading to duplication of work and documents



## SOLUTIONS

Infosys BPM offered several measures to improve the client's operations:

- ▶ Carried out a detailed process assessment to analyse process inefficiencies and gather data on process volumes, complexity, repetitiveness, and manual effort to identify the best candidates for process automation
- ▶ Shortlisted 7 out of 10 processes for RPA and implemented them, resulting in a positive ROI
- ▶ Recommended to the client to invest in four bots, with optimised scheduling and switching



## BENEFITS

With the Infosys BPM approach, we were able to:

- ▶ Achieve 51% efficiency gains with RPA from the shortlisted processes
- ▶ Realise savings for the client as early as from week 5 onwards because of rapid process implementation



For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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