

TO BE THE BEST, YOU GOTTA BEAT THE BEST!

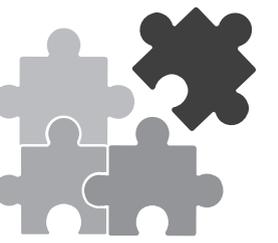
A holistic approach to deliver best-in-class services.

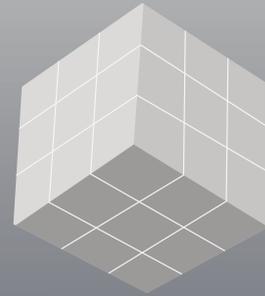
An Australia-based banking & financial services institution was looking to improve its operating model.



CHALLENGES

The client aspired to be the 'best bank' among its peers in verticals such as reconciliation, payments and AML operations, but faced several hindrances due to:

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- Skill gap among its staff
 - Existing operating model, which focused on transactional processes rather than innovation
 - Siloed systems, which couldn't support the bank's future vision



SOLUTIONS

Infosys BPM stepped in to resolve the client's pain points by:

- ▶ Conducting detailed assessment of reconciliation, payments and AML function to understand gaps in existing processes, process performance and systems & application
- ▶ Recommending improvement opportunities by leveraging levers like consolidation, automation, process realignment, operating model redesign
- ▶ Presenting various transformation and outsourcing approaches



BENEFITS

With the Infosys BPM approach, we were able to:

- ▶ Present business case for \$55+ million savings over a 3-year period through transformation and outsourcing
- ▶ Present business case for \$46+ million savings over a 3-year period through assisted transformation



For more information, contact infosysbpm@infosys.com

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