

BOTS TO THE RESCUE, ASSESS AS YOU PLEASE!

How myriad manual processes and thousands of requests were optimized by bots to save ~55k man-hours of effort.

The client is a Europe-based global investment bank and financial services company.



CHALLENGES

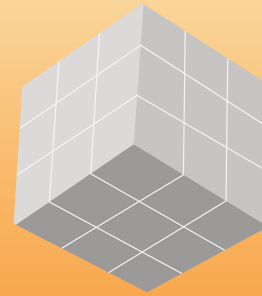
The client faced the following challenges with its identity and access management (IDAM) operations:

Access provisioning was repetitive, monotonous, non-standardized, time consuming, and prone to errors

~900 open applications generating over 600,000 requests annually

Lack of a formal SLA and KPI management system

Existing staff model did not allow to focus on management and governance



SOLUTIONS

Infosys BPM took the below approach to help with the client's imperative to have a flexible and scalable operating model:

- ▶ Leveraged market leading robotic process automation (RPA) bots to automate the client's manual processes
- ▶ Delivered a multi-location delivery model driven by RPA bots and domain-led process improvement
- ▶ Followed a proven non-intrusive robotics-based process automation approach
- ▶ Sorted application constraints with robust planning, blue printing, and analysis before actual implementation
- ▶ Utilized a de-risked transition model – rebadging for continuity and knowledge retention
- ▶ De-risked IDAM operations by leveraging
 - Deep client domain knowledge
 - Client's ongoing access gate onboarding
- ▶ Deployed over 25 bots and took ~60 use cases live

BENEFITS

With its automation capabilities, Infosys BPM helped the client with the following:



- ▶ 10% committed productivity benefits
- ▶ Zero disruption to BAU, with strong synergies
- ▶ Scalable and resilient operations across multiple global delivery centers



~55k
Man-hours saved



66%
Reduction in AHT






90%
Bot success rate

For more information, contact infosysbpm@infosys.com

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