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.
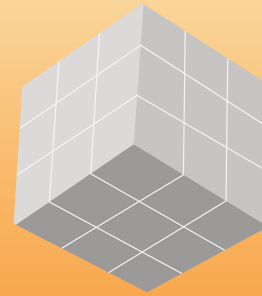
Infosys®
BPM

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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