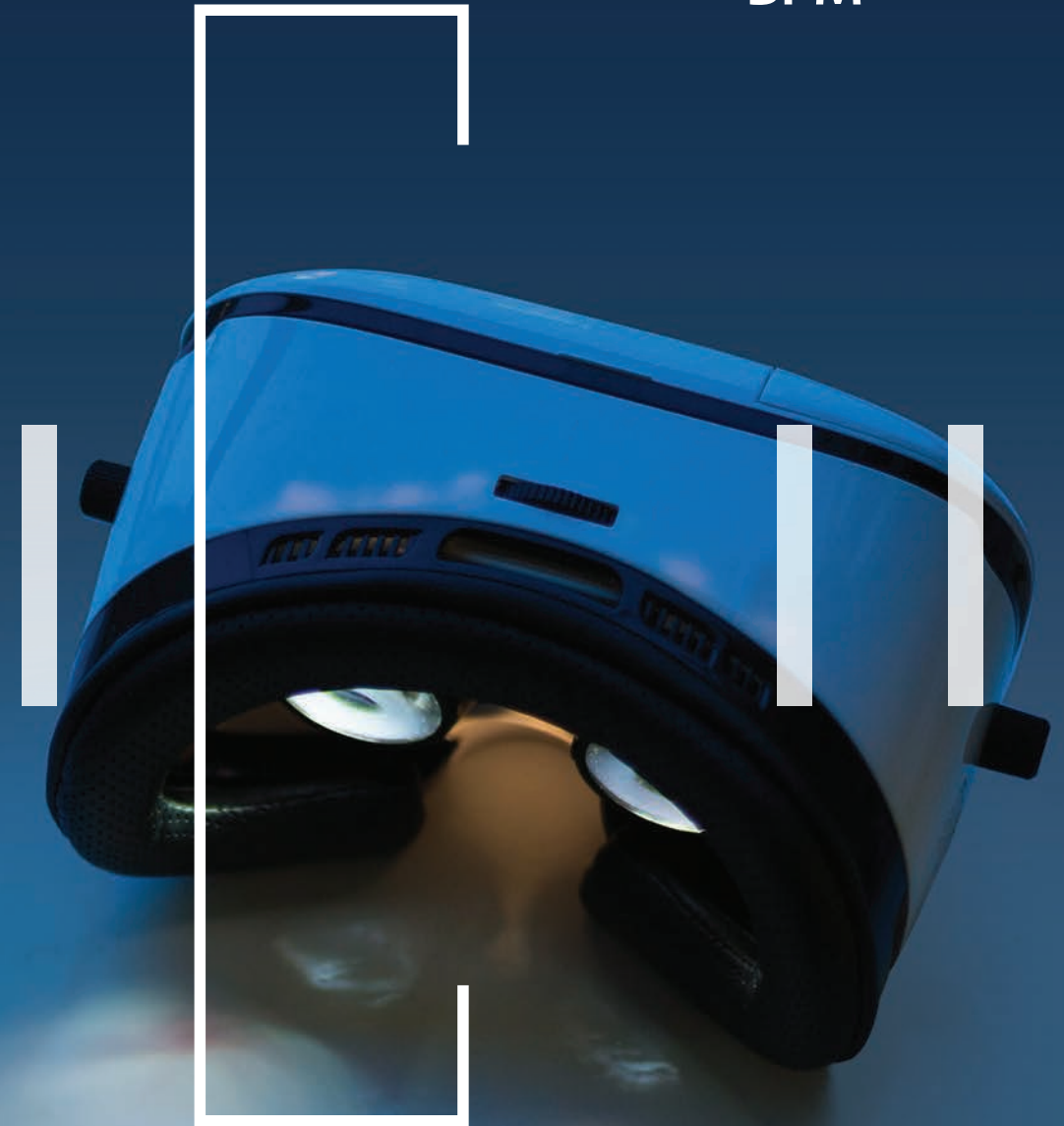


# TRANSLATING VISION INTO REALITY, AUTOMATICALLY


Leveraging automation efficiently across vital processes to reduce time and deliver benefits' worth ~\$700k.

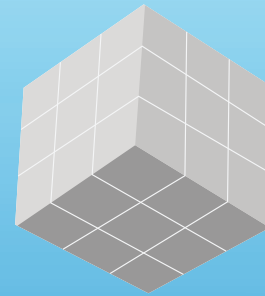
The client is one of the oldest and largest financial institutions in the US.



# CHALLENGES


With the vision of being a distinguished top-performing bank, the client faced the below challenges in managing its mortgage business:

- 
- Use of legacy applications
  - High turnaround time (TAT) of 20 days for research services
  - High level of redundant and manually intensive activities




# SOLUTIONS

Infosys BPM adopted the operate, optimize, and transform methodology, and took the below steps to help with the client's account, research, and adjustment services:

- 
- ▶ Automated rule-based activities that had structured inputs/formats
  - ▶ Re-designed processes to manually cleanup the inputs for the robot when structured inputs were unavailable
  - ▶ Prioritized end-to-end processes automation, and automated repeating activities where end-to-end automation was not feasible
  - ▶ Consolidated processes with common processing rules or reliance on common systems/screens
  - ▶ Eliminated redundant activities, and minimized human intervention through RPA
  - ▶ Deployed floor utilization analysis (heatmap), value stream mapping, and capacity modelling for consumer line of business

# BENEFITS

Infosys BPM delivered the following benefits to the client:

- 
- ▶ Minimized quality checks in account services for 90% of requests
  - ▶ Eliminated redundant activities



**~\$700k**  
Benefits across 3 years



**75%**  
Reduction in TAT, to 5 days






**84%**  
Reduction in time for adjustment services

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

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