

STEP ON THE GAS, TAXMAN!

Because time is money, after all.

A major global banking organization that focusses on tax remittance of its corporate customers.

Infosys[®]
BPM

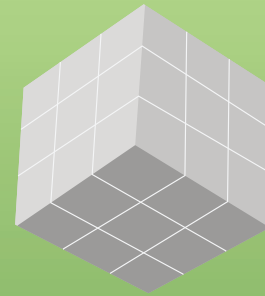


CHALLENGES

As part of the client's tax remittance back office processes:



- Agents navigated through multiple websites such as government websites and the agent bank's web-based application
- The bank's corporate customers initiated tax payment requests either through an online channel or through printed forms
- Each tax payment process took 4-5 minutes

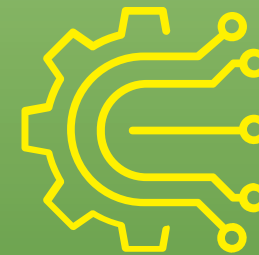


SOLUTIONS

Infosys BPM's RPA-based solution to automate manual activities:

INFOSYS BPM'S RPA-BASED SOLUTION TO AUTOMATE MANUAL ACTIVITIES:

- ▶ Visualized and implemented a proof of concept within 4-6 weeks
- ▶ Smoothened processes for the bank's corporate customers' tax payments
- ▶ Incorporated intelligent optical character recognition (OCR) and natural language processing (NLP) based on machine learning principles
- ▶ Standardized the processing of both online and manual tax payment requests



BENEFITS



Infosys BPM enabled this client to reduce their entire tax payment process to under 30 seconds per transaction

The client was able to upgrade their services and offer premium services to select customers. A complete audit trail and ability to monitor BOT performance in real-time was made available



20%
Reduction in exception management effort



70%
Agent capacity created

For more information, contact infosysbpm@infosys.com

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