

Business as Usual (and Beyond) in Unusual Times

How Infosys BPM ensured on-time delivery of critical security markets and banking operation processes for its client, a UK-based wealth management private bank, amidst the unprecedented times



Achievements

5200+ Account Amendments

230+ Securities Setup

100k Cash & Stock Reconciliation Lines

£100M+ Payments

30+ Global Exchanges

7k+ Trade Settlements

6k+ Payments

Processed

BAU Enablement

0 Delayed Payments

New Process transition

~450 Account Closure

Heavy Volume Spikes Handled

FOREX Payment in 8 Currencies

Challenges

Government Directives

Approval Delays

Lockdowns

**COVID-19
Outbreak**

System Latency

75% Headcount

Critical Business Requirements

100%+ Spike in Volume

Infosys BPM Approach

Critical resources identified for WFH and required client approvals secured

Desktop movement and system setup in phased manner to enable WFH

Robust communication setup with daily meetings to track progress and new updates

Daily updates to the client for transparency

Periodic volume tracking and reporting to onshore teams

Seamless work allocation with prioritization for critical activities

Regular client support through high volumes

“Infosys’ commitment, determination and resolve in supporting us through these challenges has been exemplary”

- Client Group Head of Operations

