STEP ON THE GAS, TAXMAN!

Because time is money, after all!
Infosys BPM helps the client achieve
90% improvement in tax payment processing.

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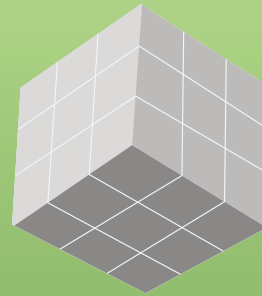corporate customers.

Infosys®
BPM

CHALLENGES

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

- Agents had to manually navigate certain government websites and the bank's web application

- Corporate customers had to use printed forms and the online channel to initiate tax payment requests

- Each tax payment process took 4-5 minutes

SOLUTIONS

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
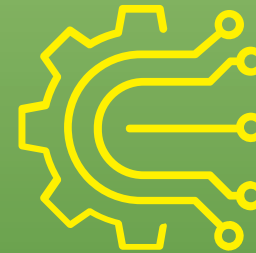
BENEFITS

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

90%
Reduction in tax payment time

20%
Reduction in exception handling

70%
Agent capacity created

For more information, contact infosysbpm@infosys.com

Infosysbpm.com

Stay Connected

Infosys® BPM