

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

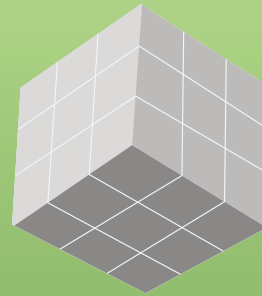
As part of the client's tax remittance back office processes:



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

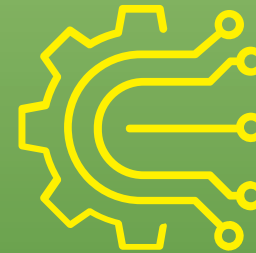
Each tax payment process took 4-5 minutes



SOLUTIONS

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

- ▶ Visualized and implemented a proof of concept within 4-6 weeks
- ▶ Smoothed 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

© 2020 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

Infosysbpm.com

Stay Connected   

Infosys
BPM