

HOW WELL DO YOU KNOW YOUR CUSTOMER?

Reengineering current processes and reduce costs via seamless transition.

A top Dutch financial institution was searching for a partner to design, build, and execute a KYC remediation program.

CHALLENGES



The client faced several issues in its current KYC process and was focusing on reducing operational costs:

- High volume of remediation cases, approximately 75k
- · Automating the existing process
- · Designing and building a workflow tool
- Challenges due to the COVID-19 pandemic

To transform the entire process, Infosys BPM targeted four key areas:

- · Process reengineering of the current KYC setup
- · Mobilisation and deployment of right resources
- Optimising costs by setting up teams in both onshore and offshore locations
- Noiseless and seamless transition during the pandemic

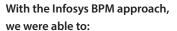
SOLUTIONS



Infosys BPM approached the client's issues by:

- Implementing RPA/AI-driven automation initiatives
- Identifying and mobilising native Dutch-speaking AML/KYC professionals at our Netherlands office for the project
- Partnering with a competent vendor to deliver translation solutions to address the language challenges for our offshore team
- Activating WFH for all resources involved in the remediation project

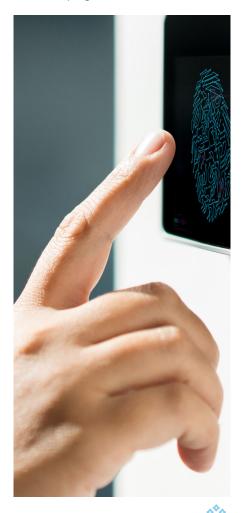
BENEFITS



- Improve productivity by approximately 40%+
- Reduce cost of operations by 60%
- Automate the KYC process by implementing video KYC for low-risk customers as well as a self-service portal



 Implement Appian workflow tool with audit trails



For more information, contact infosysbpm@infosys.com

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