

# THE KEY TO EFFICIENCY IS TRANSFORMING PROCESSES!

## Reducing operational costs and reengineering processes in fraud prevention operations.

A leading US-based retail bank and provider of mortgage and consumer loans was facing losses in countering false card claims.

### CHALLENGES



#### The client was facing several issues in countering card claims, such as:

- Reducing false card claims
- Improving end-client experience along with REG E accuracy
- Improving employee efficiency and reducing operational costs

#### We targeted transformation in 4 key areas:

- Reengineer the processes that were involve in card fraud investigations
- Improve revenue opportunities and customer experience
- Implement Gemba walk, which refers to shadowing and capturing all the steps involved in closing a transaction
- Capture all the steps involved in the process using a time tracker

### SOLUTIONS



#### Infosys BPM approached the client's pain points by:

- Re-engineering of process steps and investigation threshold of card disputes where our aim was to reduce the benchmark amount of \$250 to \$100 by changing procedures and cross-functional model within card teams
- Implementing a quick win automation in QC/QA to create space to accommodate investigation AHT for low-dollar claim disputes
- Initiating a pre-work on data measurement for the capacity modeling such as scope, resource sample, alerts sample, and methodology to study captured data
- Performing a dry run of the time tracker remotely with onsite resources
- Executing the project by travelling onsite and observe time capture side by side for a period of 4 weeks
- Analysing data using Six Sigma tools such as Regressions and Mood's median test to arrive at the desired output

### BENEFITS



#### With the Infosys BPM approach, we were able to:

- Save \$7 million for the client over 5 years through RPA recommendations
- Deliver 99% result in REG E accuracy consistently
- Save 37% on FTEs costs due to optimisation recommendation
- Improve chargeback recovery due to wide investigation over low dollars
- Determine and benchmark the actual AHT for all-sub processes levels to increase efficiency
- Recommend business and operational metrics for the entire team including leads and supervisors



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