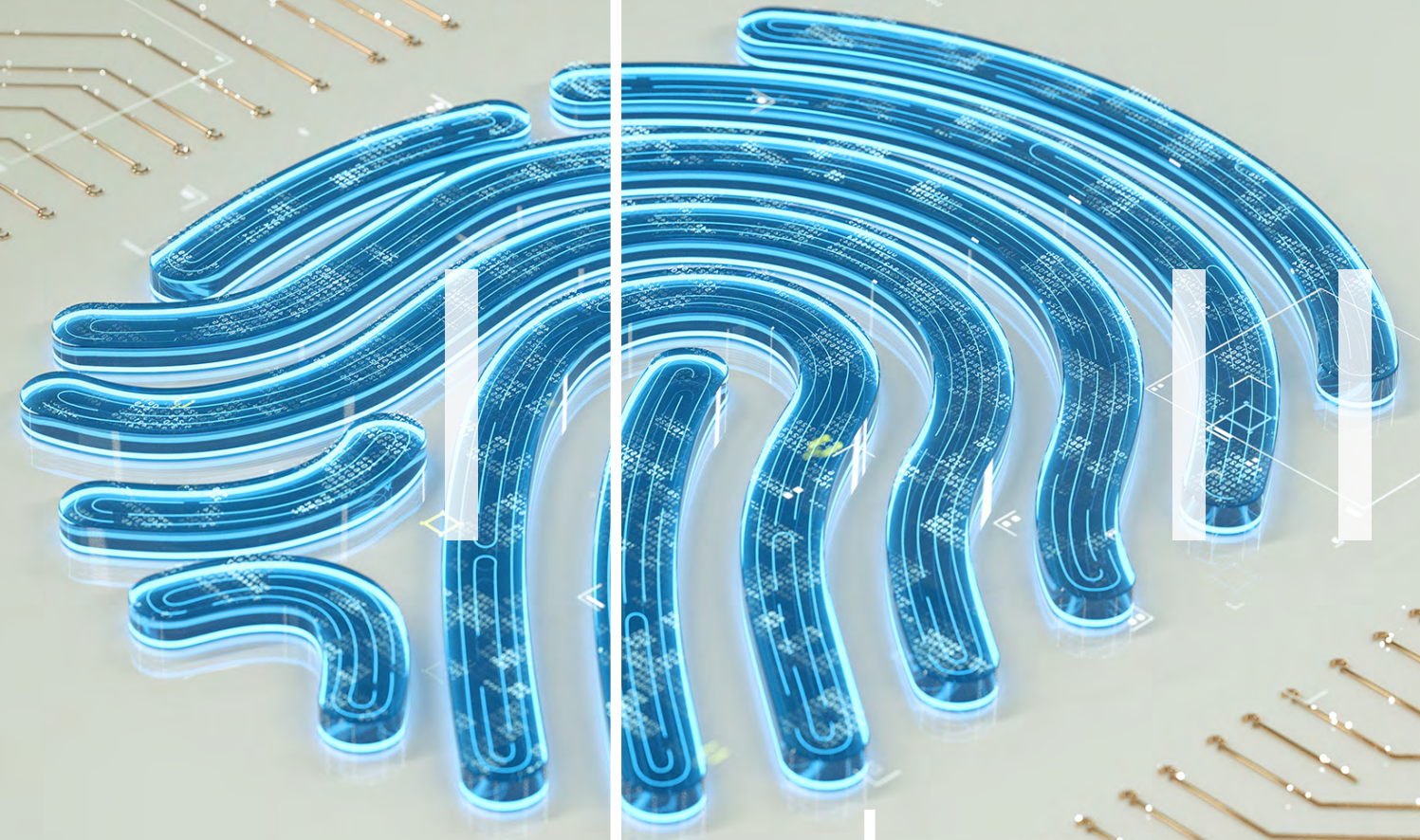# THE DIGITIZATION WIND THAT BLEW THE COBWEBS AWAY

Sprucing up retirement services operations with digitization and standardization, to provide benefits of over C$1 Mn.

The client is a Canada-based insurance and financial services giant.
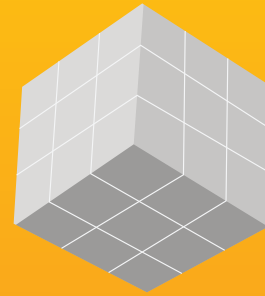
CHALLENGES

The client faced the following challenges with its retirement services (RS) operations:

- Use of legacy systems and lack of harmonization in processe

- Complex document structures and processing rules with different formats

- High average handling time (AHT) of 300 minutes per amendment

- Lack of trackability and standardization

SOLUTIONS

▸ **Infosys BPM implemented market-leading RPA solutions for the below processes within RS operations :**
- • Plan amendments
- • Member contributions
- • Member withdrawals

▸ **The Infosys BPM team took the following approach to optimize the RS operations:**
- • Standardized the inputs for each process by
  - using Excel as stage 1
  - proposing digitization as stage 2
- • Automated 10 amendment types
- • Shortlisted and automated 8 formats to cover 85% of contribution volumes
- • Automated processes to cover 100% of withdrawal volumes

BENEFITS

Infosys BPM enabled the client with the following:

▸ ~20 FTE savings by deploying 10 RPA bots

▸ Timely monthly reporting of defaulters

▸ Compliance with regulations of the Canadian Government

C$1.2 Mn
Benefits delivered

32%
Increase in productivity

30%-50%
Reduced cycle time

For more information, contact infosysbpm@infosys.com

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