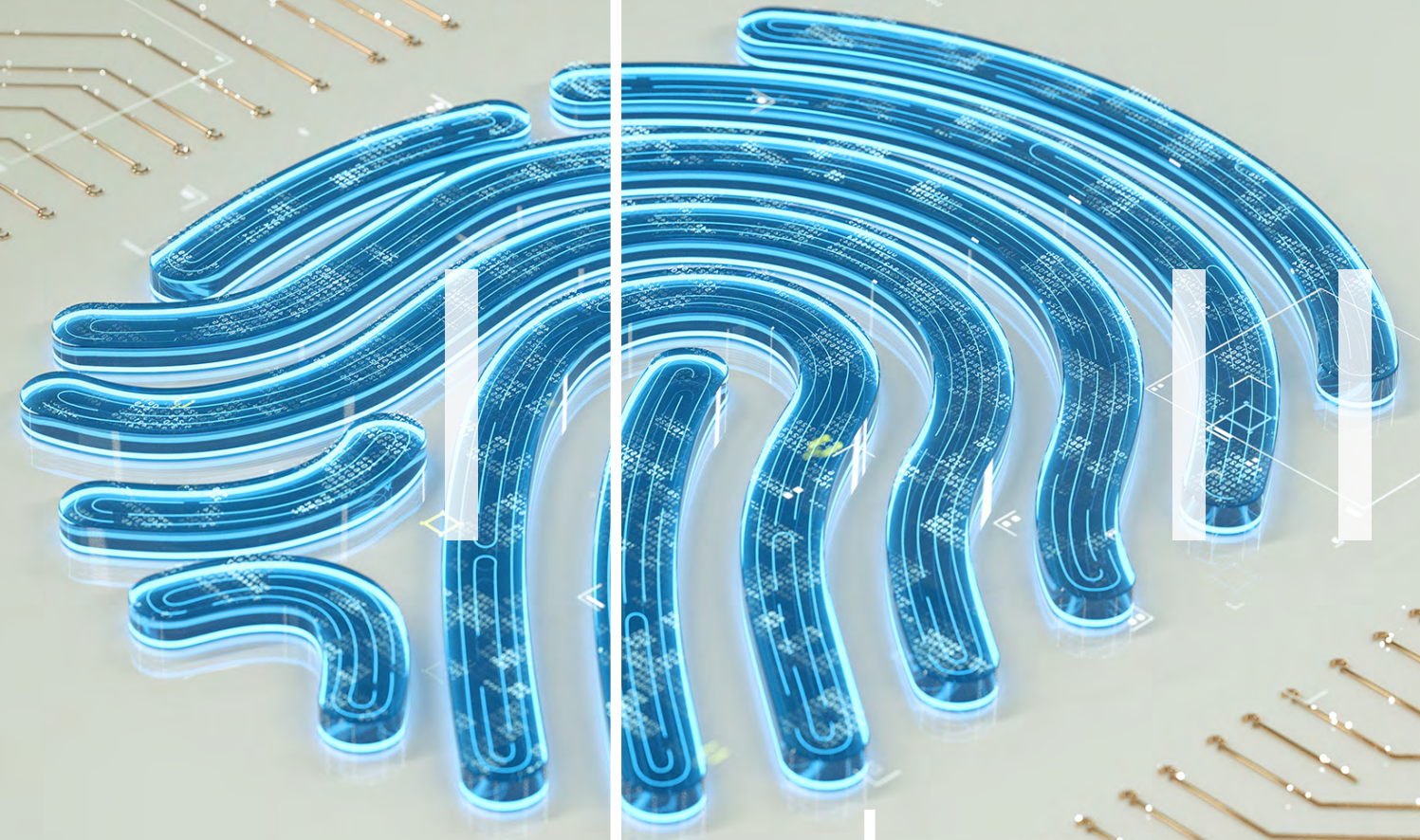


THE DIGITIZATION WIND THAT BLEW THE COBWEBS AWAY

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

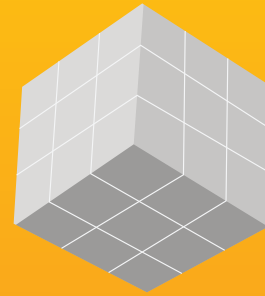
The client faced the following challenges with its retirement services (RS) operations:

Use of legacy systems and lack of harmonization in processes

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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