



Leading Bank

Improves **Productivity by 2x**
In Branch Banking Operations

Challenges

- To **automate** internal branch banking requests centrally with non-integrated banking applications (User Access Requests etc.)
- To get treasury management to be automated for quick processing, cash flow management & **risk reduction** in treasury management through centralized monitoring
- To **manage** IT infrastructure such as database, networks, banking application servers and firewall etc.

Solution

Our iBots was deployed to automate the said processes/services:

- Non-disruptive integration
- User Access Requests for internal employees for different application are executed
- Integration of iBot with treasury database and cash flow management system
- Management and Monitoring of the Infra services by iBot (Database Indexing, L0/L1 Switch Over)

Benefits

- **89%** Centralised UID requests processed by the Automation Platform seamlessly
- **50%** Reduced risks & reconciliation issues in cash management
- **2 X** Improved productivity thereby bringing in increased efficiencies