

Possibilities Unlimited

AssistEdge RPA increases accuracy of transaction verifications by 95% - 90% for a Singapore based finance MNC

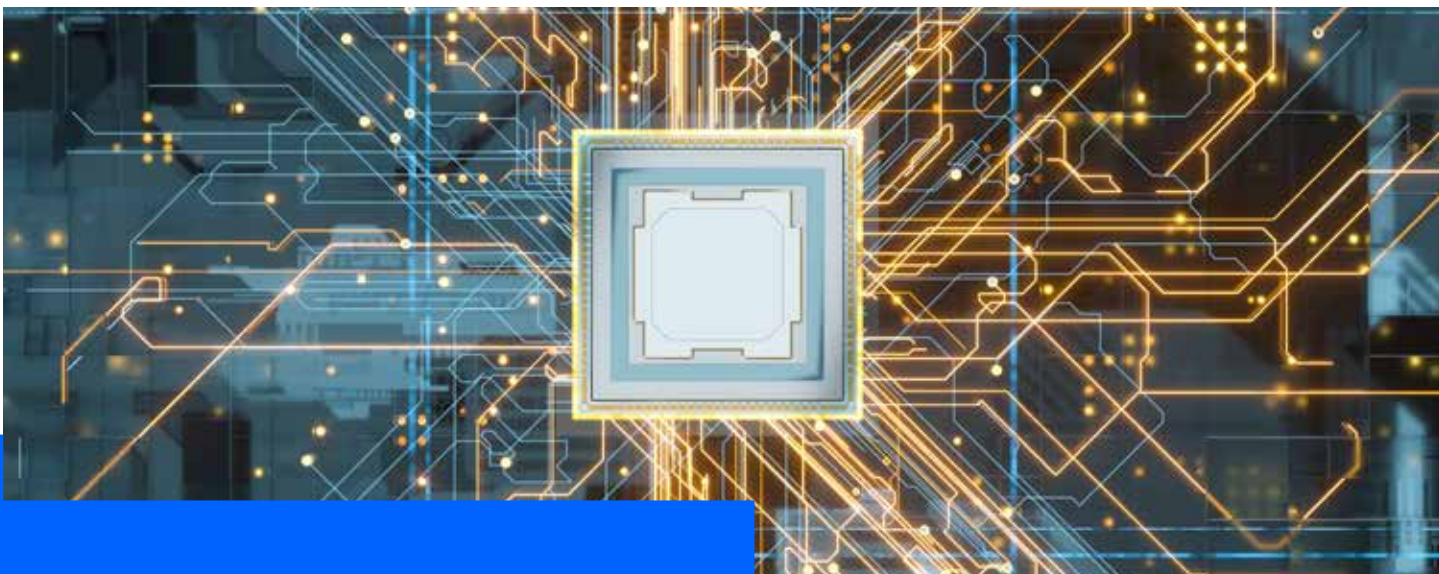
Overview

Our client is a multinational banking and financial services institution headquartered in Singapore. Along with their subsidiaries, they offer a broad array of commercial banking, specialist financial and wealth management and stockbroking services. With revenue of over \$25 billion and 29,000 employees, they are the 2nd largest financial services group in Southeast Asia. Their global network consists of 570 branches with offices in 18 countries and regions.



Opportunity

The client wanted to undergo large scale digital transformation to drive up process efficiencies for increased productivity and revenue enablement.



Solution

EdgeVerve leads end-to-end RPA implementation for many business processes.



Automation coverage

- Successful implementation of 16 RPA use cases
- Processes automation achieved across more than 5 key business units
- Consumer Finance Services, Group Finance, HR, Group Legal & Regulatory Compliance (GLRC) and Global Corporate Banking (GCB)



Automation of complex use cases

- One of them required AssistEdge RPA integration with legacy systems like eWFI & Intellistar (used by many banking & insurance companies in Singapore)
- Intellistar maintains all payment transactions and the eWFI system is used by the bank to assist branch retail and corporate users to upload bank documents



Core processes automated

- Use case focuses on the automation of repetitive transaction monitoring activities performed by Compliance, AML and Risk Management analysts in the back for Retail & Corporate clients
- The BOT extracts transactions from the Teradata database and analysts can request transactions for up to 1 year. The records are then sorted according to the channel of transactions (e.g. Cheque, Cash, Online payments, Swift etc.). The Bot also routes through different systems (eg. eWFI, Intellistar and others) to retrieve different information



Training process owners at Bank

- Team EdgeVerve is also training the process owners on AssistEdge to enable the them to self-manage the Bot operations post support-phase

Outcome



95-90% increase
in accuracy of transaction verifications



Swift Integration with **eWFI** and
Intellistar (complex legacy systems)



16 use cases automated as part
of initial phase – more being identified



Significant **reduction of**
FTEs

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About AssistEdge

AssistEdge, the cohesive automation platform brings to life your vision of building a connected enterprise - connecting people, processes, and data. It offers enterprises a comprehensive suite of products enabling them to drive process discovery, intelligent automation, and digital workforce orchestration enterprise-wide. Consistently rated as a leader, AssistEdge supports over 100 global customers in their automation journey powering some of the largest global automation implementations.

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About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more.

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