

Case Study

BPM Deployment for T1 Banking Client

Our client, a leading multi-national bank, needed to transform its operational cost base, removing manual workarounds and improve its risk control mitigating financial and reputational risk



A TECH MAHINDRA COMPANY



The opportunity

- Our client had set itself a target to significantly reduce operational cost to serve whilst improving process controls through increased automation and straight through processing.
- In addition, it was recognised that customer journeys were fragmented leading to lengthy processing times which in turn were having a detrimental impact on customer experience.

Customer centric solution

- We approached the client with a proactive BPM solution that could be executed at pace to deliver early in year benefit. The engagement lifecycle comprised the following steps:
 - I. Diagnostic Assessment - Identification and qualification of value blockers and constraints within existing operating model.
 - II. Improvement Interventions - Documented business case summaries detailing improvement options, solutions and benefit qualification.
 - III. Proof of Concept - A selected process was redesigned and built into a Target BPM framework to show art of the possible.
 - IV. Mobilisation and Delivery - Target team co-located with client providing thought leadership, coaching, process design and optimisation.
 - V. Implementation - Design, build, implementation and hosting of BPM infrastructure and process frameworks.

Delivering the best customer outcomes



£1.5m Annual run rate saving.



84% Reduction in back-office processing time.



80% Reduction in manual intervention.



64% Improvement in customer experience.



5 Labour-intensive manual controls **fully automated**.



3 Month Rapid deployment approach.