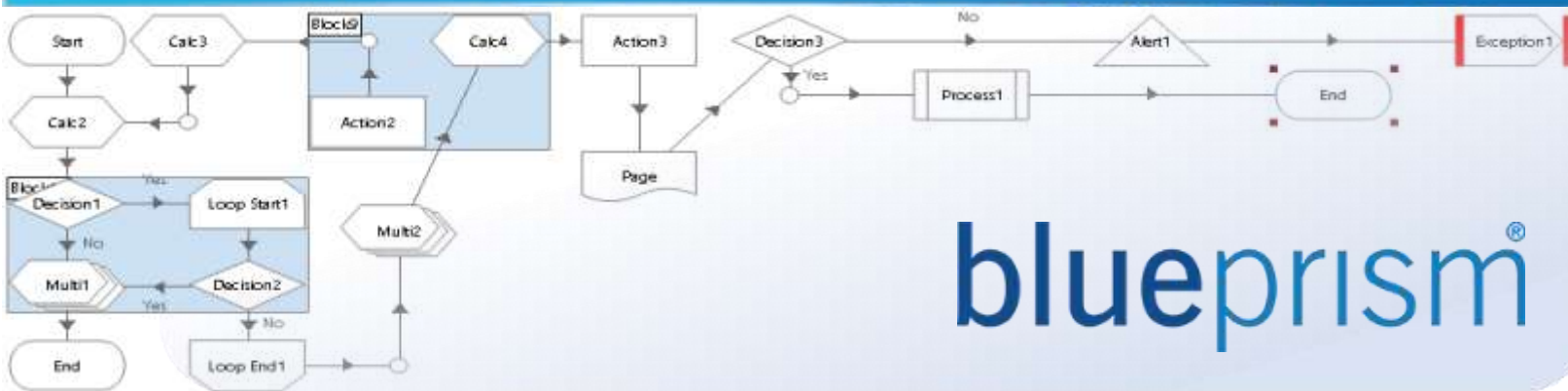


Case Study



SUMMARY OF BENEFITS

- Reduced loan processing and onboarding time from on average 25 to 6 minutes
- Eliminated repetitive manual data entry to improve customer focus
- Automatically sort and process thousands of unstructured email requests
- Reduced manual labor hours by a total of 17 equivalent FTEs

Banking

Top 15 largest US Bank

CHALLENGE

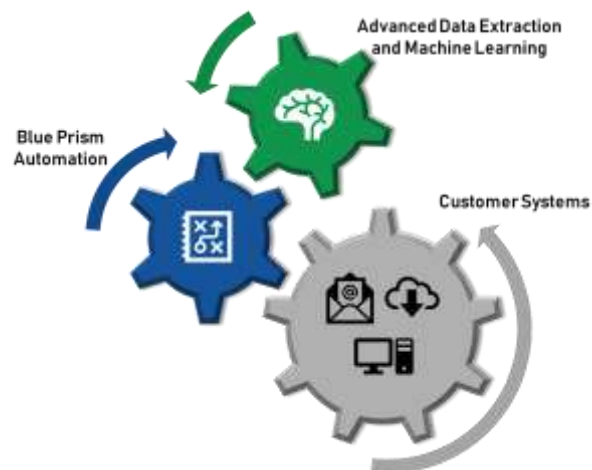
The client's commercial lending team had identified inefficiency in the need to manually review thousands of unstructured email requests. The unpredictable volume of these requests made it impossible to optimize resource utilization as up to 15 FTEs were required for sorting and processing at one time. Additionally, loan operations required numerous manual processing steps, that forced bank associates to interact with multiple business applications to onboard a customer or process a loan.

SOLUTION

Lateetud quickly identified multiple areas where the client would benefit from financial process automation. Two RPA developers and a Senior Architect were deployed to the client site, to create a custom end to end loan processing solution, and to define a Robotic Operating Model and Center of Excellence.

The development team coupled advanced data extraction methods with Blue Prism's industry leading RPA technology to eliminate the manual review of email requests. Lateetud created an automated email review process that operated 24 hours a day with 0% error, reducing manual labor hours by on average 12 equivalent FTEs. Lateetud then completely removed the bank associates need to manually enter data during loan processing and new customer onboarding. This freed the associates to focus on the customer, while reducing the average loan processing time from 25 minutes to 6 minutes, and reducing manual labor hours by a further 5 FTEs.

By defining the Robotic Operating Model, training the customer on its operation, and setting the groundwork for the customer's Center of Excellence, we were able to ensure that the customer continues to benefit from the systems that Lateetud has put in



Lateetud is an award-winning Blue Prism partner providing process automation software and services. We enable Digital Transformation and help customers achieve Operational Excellence through end-to-end automation.



A Process Automation Company...