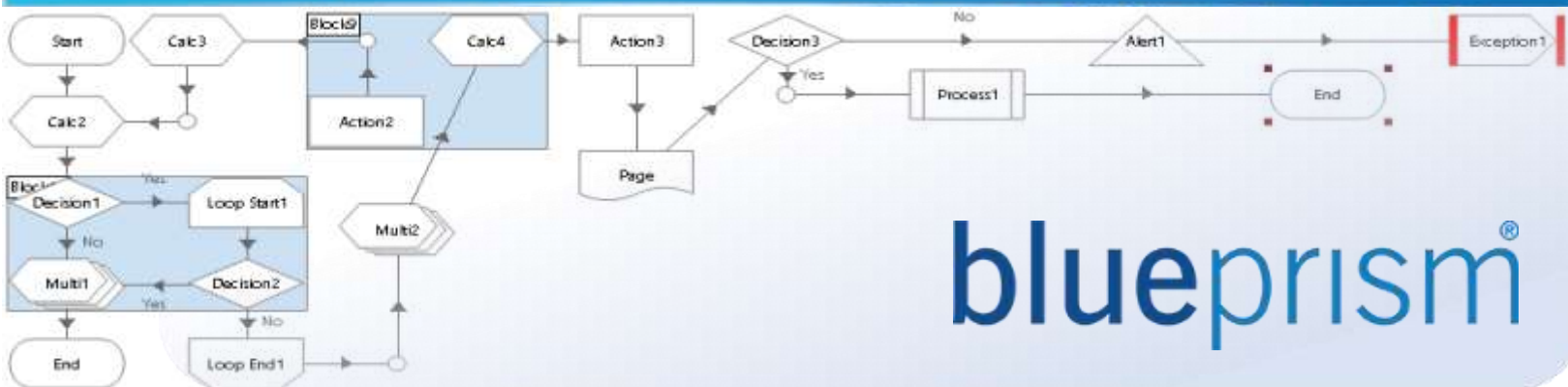


Case Study



blueprism®

PILOT AUTOMATION 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 daily
- 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 a given time. Additionally, loan operations required numerous manual processing steps, that forced bank associates to interact with multiple business applications to onboard a customer and process a loan.

SOLUTION

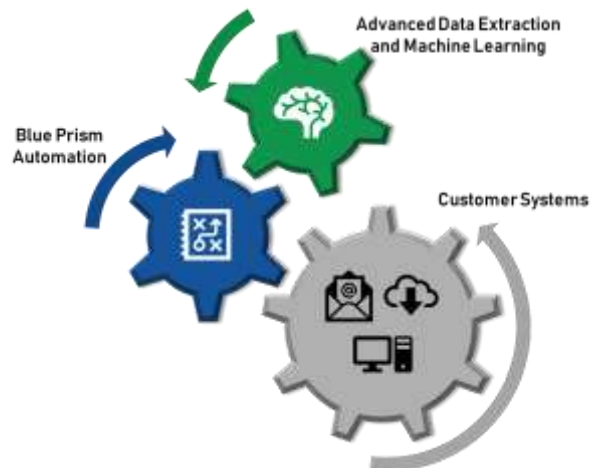
Lateetud quickly identified multiple areas where the client would benefit from financial process automation. Two RPA developers and a Senior Architect were deployed to the client site, to create a custom end to end loan processing solution, and to define a Robotic Operating Model and Center of Excellence.

The development team coupled advanced data extraction methods with Blue Prism's no-code 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.

LONG TERM RESULTS

With a Robotic Operating Model and Center of Excellence in place, this customer went on to automate 64 processes representing \$10M worth of repetitive manual labor from a software investment of less than \$400K/year. The average cycle time for onboarding commercial customers was reduced from 59 days to 27 days due to accelerated processing speeds.

Lateetud is an award-winning RPA implementation partner providing professional services, training and support, and managed services. We enable Digital Transformation through RPA, workflow automation, and data extraction powered by Artificial Intelligence.



LATEETUD

A Process Automation Company...