Largest Retail Bank in America Designs Processes for Automation 50% Quicker

This customer is a Fortune 100 bank and is one of America's leading financial institutions, serving individual consumers, SMEs, and large commercial clients. The bank offers a full range of banking, investing, and other financial products and services. They are committed to providing unmatched service and security for their customers.

Company Profile

Industry: Finance

Employees: 150,000+

Annual Revenue: $80 Billion

Customer Since: 2015

"The fact is, we operate in an industry where customer satisfaction is everything, but so is compliance. We needed a game-changing technology that could easily digest our business processes, optimize them into models, and ensure our bots are not only compliant but help us exceed customer expectations - Blueprint did that for us."

- Technical Lead, Fortune 100 Bank

The Challenge

This Fortune 100 company is one of America's top 10 largest banks based on assets, and as a result, they process an average of 5 million payments per day and deal with consumer data. The method for processing these payments has historically been painstakingly manual, slow, and prone to error which means money lost—one error can be calculated at $1,000 lost due to the fees and labor associate with investigating and rectifying the error. Beyond that, customers wanted their payments processed faster and with greater accuracy. The bank understood that in order to maintain a sustainable competitive advantage in the marketplace, they must cut costs, eliminate errors that pose serious regulatory risk, and enable employees to focus on work that is driving more value to the business.

The Solution

The bank chose the Blueprint Enterprise Automation Suite to scale their RPA initiatives and improve process quality. Given the high volume of transactions that the bank needs to process every day, it was important that they could identify key day-to-day activities that employees took part in. Using Blueprint's Business Process Modeler, the bank modeled, decomposed, and optimized the processes it wanted to automate, while accounting for regulatory dependencies using Blueprint's Trace and Impact Explorer. By leveraging contextually rich Digital Blueprints, the bank was able to develop bots 30% quicker while streamlining compliance handling and mitigating risk.

> "Blueprint's Enterprise Automation Suite helped us extract critical information, as well as design and build models in 50% of the time we had initially estimated. We were able to identify critical business processes, connect them to organizational objectives, and easily feed them into our automation tool, helping us feel confident that our bots were optimally built for our company."
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> - COO, Fortune 100 Bank

Key aspects of the Enterprise Automation Suite that drove automation success:

- **BlueDocs Document Importer** - Extracted and digitized critical business rules, policies, and procedures from legacy software into a collaborative platform that can be traced to critical business processes
- **Test Script Mining** - Used legacy information from the previous payment processing platform to fill in the gaps for the business process model
- **Impact Explorer** - Easily traced regulations and controls to business process models so that the bots are optimally designed to mitigate change
- **Process Modeler** - Captured the day-to-day activities of employees and modeled processes to streamline operations, reduce costs, and improve the customer experience
- **Centralized Repository** - A single source of truth, as the centralized repository is a versioned, secured, and auditable space for cross-functional stakeholders to refer to models, value streams, customer journeys, etc.

Benefits Achieved

50% Time savings on process design and modeling

30% Time savings on RPA development

30% Time savings on managing change and compliance

The Results

By leveraging the Blueprint Enterprise Automation Suite, the bank modeled 20 end-to-end business process models in less than 90 days. They were able to identify prime automation candidates from those models and accelerate RPA development by 30% while also gaining 30% time savings on managing change, compliance, and exceptions for in-production bots by taking advantaging of Blueprint's impact analysis and tracing capabilities.