

CASE STUDY OF A GLOBAL SERVICE PROVIDER

A parent company of one of the largest banks headquartered in Japan.

Our client here, is a subsidiary of one of Japan's largest and most prominent financial institutions. They are primarily involved in providing various financial and technology-related services to support the operations of global banking and financial businesses.

Business Challenge

The bank as a subsidiary of our client has been dealing with multiple traditional systems with a limited number of resources. With the increasing number of transactions every day, it was nearly impossible to clear the backlog as well as to cope with the next day transactions too. This scenario even got worse with a limited bandwidth of internet causing to slow down connections on systems.

Technology Backdrop

Web App –
CDM, Mobius

Terminal
Base:
GBASE

IBM Notes
App - ISPS

Skillmine Solution

We deployed our Employees in their premises.

Multiple projects were taken into consideration.

The team used UiPath as the automation tool for automating the processes.

Generic code for almost every section of the said applications were created and used across.

A complete process walkthrough was taken from the users and a logical flow was built for the applications.

The robots deployed eventually increasing the users productivity by 3x.

Leading to clearance of backlog, and more productivity within the day.

- 1 Prepared an entire process mapping between various different systems to create a critical path of processes.
- 2 Standardized the processes by having templates for inputs in place.
- 3 Implemented automation workflows based on logical inputs for mimicking human actions.
- 4 Performed UAT testing to ensure the robot works in line with the actual process.
- 5 Had code review sessions to ensure the code remains easily readable by other team members too.
- 6 Tested it for atleast 2 weeks before going live.
- 7 Carried out high degrees of parallel testing to ensure that the Automation is not introducing more problems and bugs into the processing as that would create a cascade of problems.
- 8 The team was trained thoroughly on the internal system being used for ticket monitoring and process orchestration and to resolve the tickets within half and hour of its generation.
- 9 The team remained available for any support for 24/7 as required by users and their working hours.

Data Points

- A team of 10 was deployed over a period of 2months.
- Created workflows using UiPath tool and build coded the same.
- Created documentation with respect to the bot that was supposed to be developed.
- Standardized the processes by having templates for inputs in place for bot to refer.
- Implemented automation workflows based on logical inputs for mimicking human actions.
- Tested it for atleast 2 weeks before going live.
- Carried out high degrees of parallel testing to ensure that the Automation is not introducing more problems and bugs into the processing as that would create a cascade of problems.
- Performed UAT with users to assure accuracy of the bot inputs in the system.
- Resulted in backlog clearance of entries.
- Ensured 3x productivity leading to more transaction flow.

Capability & Competency

Process Standardization	Rigorous Testing
UiPath Workflow Creation	Team Co-ordination
Process Orchestration	Support for the Bots Deployed

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