

Process automation solution delivers four-fold operational improvements for Top 5 Global Bank

Challenge

The bank needed to revamp its account review process to overcome regulatory, quality and cost challenges.

Since the 2008 financial crisis and subsequent increase in regulatory requirements, the number of account reviews processed by banks has jumped dramatically. Our client, a Top 5 Global Bank, needed to expedite its review process to compensate for increasing workloads. The existing manually intensive process was driving up costs and becoming a drain on the bank's support structure. As a result, the organization experienced a significant increase in quality control issues, operational losses and regulatory scrutiny, including fines.

To avoid future fines and overcome these challenges in a timely and cost-effective way, the bank needed to establish a well-defined, tightly managed process that would increase production and quality — and incorporate controls to account for new and existing rules and regulations — without increasing labor expenses. The client sought NTT DATA Consulting's help to fill this tall, but necessary order.

Solution

NTT DATA Consulting's tailored automation solution proved to be the key to improving quality and productivity.

NTT DATA Consulting designed and implemented a comprehensive solution for defining, automating and managing the operational approach for processing account reviews. Our team of regulatory and industry experts developed a custom automation solution that enabled the client to:

- Analyze account status, fees, exceptions and payment history
- Extract data from multiple systems of record, format the data for easy review, analyze the data through a business rules engine and automate prior manual adjustments
- Produce consistent and reusable results for end users and auditors by utilizing a series of internal and external controls built into the business rules engine
- Align policy and procedures with internal and external rules and regulations

NTT DATA Consulting Client Success Story:

Top 5 Global Bank

Offerings:

Process Optimization and Automation

Transformation Planning and Roadmap

Product Design, Development and Implementation

Client Results:



Achieved 167% savings in operating costs.

NTT DATA Consulting's automation solution increased productivity and quality while reducing both costs and risk.

Results

The NTT DATA Consulting automation solution exceeded the client's expectations, positively impacting not only the account process, but upstream processes as well. Key business benefits included:



167%
savings in operating costs



>70% increase
in production output compared
to an expected 15%



21% increase
in quality control pass rate



97%
of manual data entry automated



Mitigated
further regulatory risk fines and additional
scrutiny from regulators

About NTT DATA Consulting

NTT DATA Consulting takes an industry-centric approach to business and technology consulting. We seamlessly integrate business strategies and enabling technology to help clients accelerate business-driven transformation and compete in the digital world. NTT DATA Consulting has the unique ability to create end-to-end solutions by tapping the entirety of NTT DATA's global technology and business process capabilities. In financial services, our 1,000-plus business consultants and 4,000 technology experts work with 25 of the leading financial institutions in North America. Visit www.nttdata.com/USconsulting to learn more.

About NTT DATA

NTT DATA is a leading business and IT services provider and global innovation partner with 80,000 professionals based in over 40 countries. NTT DATA emphasizes long-term commitment and combines global reach and local intimacy to provide premier professional services, including consulting, digital, managed services, and industry solutions. We're part of NTT Group, one of the world's largest technology services companies, generating approximately \$100 billion in annual revenues and partner to 85% of the Fortune 100. Visit www.nttdata.com/americas to learn more.

Let's Get Started

To learn more about how we can help you succeed, please contact:

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Client Quote:



NTT DATA has solved our most complex issues and challenges through the delivery of innovative solutions that drive results. They have far exceeded all of our requirements and expectations."

– TOP 5 GLOBAL BANK