



Leading Bank achieves **90%** automation achievement in their UID management process

## CLIENT PROFILE

Our client is a new generation private sector bank with 344 branches across 18 states and 2 union territories. It is a scheduled commercial bank regulated by the Reserve Bank of India. It is professionally managed and governed. The bank has contemporary technology and infrastructure including state of the art internet banking for personal as well as business banking customers.

The bank's business segments are Retail, micro-SME, SME, mid-Corporate, Agriculture, Commodities, Government, Public Sector, Indian Banks, Co-operative Banks and Non-Banking Finance Companies (NBFC). DCB Bank has approximately 600,000 customers.

## THEIR CHALLENGES

DCB Bank needed a solution to automate certain processes within the organization to achieve greater productivity, improve efficiency, reduce errors and reduce costs. Broadly their challenges included IT related assistance which needed AI based decision-making, Cost and Resource Management as their processes were being managed/ executed manually.

### Why was addressing their challenges important?

- The manual operations lead to delays and interruptions in executions as well as human errors
- Financial losses due to manual and operational errors
- Lot of dependencies on human resources as they are primary execution points for the process
- Huge investments in resource management (manpower costs) as the processes were being executed manually
- Average time consumed per ticket – 25 – 40 minutes depending on the type of application/access
- Fully Loaded Cost per resource – USD 1100 (40+ resources were engaged)
- AHT is 24hours

**OUR SOLUTION****Perpetuuiti automated User Id (UID) Creation/Modification/Deletion Process for 42 Applications**

Bank has the service desk process for all the User Identify Management requests using CRM tool such as Service Desk Manager. There are 500+ user requests coming to bank's backend operation team. Av3ar iBoT reads the tickets, triage it across user creation, deletion, modification and password reset requests. Based on the operating procedures given by the bank, the **Av3ar iBoT** access various legacy and new generation banking software systems which are disparate and having various platform base, performs the user requests seamlessly. Any exceptions which are met during email reading phase will be moved to different folders. Alerts are being sent to stake holders for necessary corrections.

- For any new users coming in or existing users moving out, UID Creation/ Deletion requests are received from HR department. Av3ar iBoT is to read the details from an excel attachment from the email received by automation system.
- For existing users', UID Creation/ Modification, iBoT should access OptaLive system, get UID Creation/ Modification details from there and create or modify on 42 applications.
- After receiving user information from any sources aforementioned, iBoT should start UID Creation, Updation and Deletion in 42 applications.
- Standard operation procedure for UID Creation, Updation and Deletion is unique to each of the 42 applications in Scope of Work.



- UID Creation/ Modification involves executing steps like checking AD Id availability, updating user details, assigning branches, assigning teams, assigning roles and products.
- AI driven RPA Dashboard should show execution details and exception details.
- Email alerts to team with report attached after completion of each cycle should be sent.
- Automation reports that show count and transaction details of UID Creation, Updation, Deletion and exception reports should be sent.

**SOLUTION ARCHITECTURE**






**Identity Mgmt. Process by Av3ar RPA Automation**



In this solution, Av3ar uses Application APIs, Artificial Intelligence (AI) to perform the bucketing of tickets onto the respective categories and also exception handling...some of them are, Word vectoring, NLP, Semantic search, Machine learning, etc.

**BENEFITS TO BUSINESS**

- Optimization of the operations in terms of improved efficiency and increased productivity.
- Reduced dependency on human resources thereby curbing operational/ manual errors.
- Reduced turn-around time
- Only **1 Av3ar iBoT** was involved for automating the process

 <b>70-80%</b> <b>EFFICIENCY</b> improvement in the process	 <b>80%</b> <b>REDUCTION</b> In overall manpower cost	 <b>24x7</b> <b>OPERATIONS</b> without interruptions/ breaks	 <b>90%</b> <b>AUTOMATION</b> Achievement	 <b>15 Mins.</b> <b>AVERAGE</b> time consumed per application
---	---	--	---	---

**READY FOR YOUR OWN SUCCESS STORY?**

Get in touch with our automation experts and learn how you can fast-track your digital transformation initiatives.

✉ [mktg@ptechnosoft.com](mailto:mktg@ptechnosoft.com) ☎ +91 - 020 - 6687 8300

**About Perpetuuiti**

Perpetuuiti empowers people and businesses alike. We deliver the world's most-comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies.

For more information, visit [www.ptechnosoft.com](http://www.ptechnosoft.com)