

CASE STUDY

Texas Bank Saves Millions While Improving Efficiency and Accuracy

Organization profile

An American bank based in San Antonio, TX, is recognized as one of the 50 largest banks in the country by total assets.

Results

\$3.5M+

saved overall

\$1M+

value realized from EFT disputes

\$400K+

value realized with PPP automation

\$150K+

value realized with KYC automation

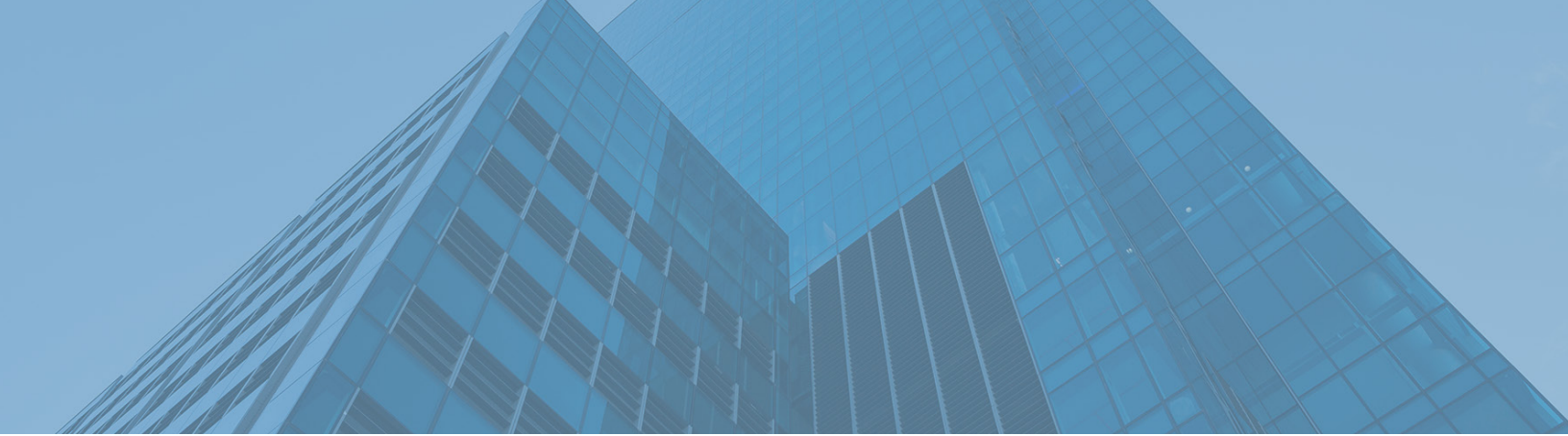
75K

hours saved overall



To those just getting started, get to know your automation partners. Work with them because they can accelerate your program.

Product Owner, Robotic Process Automation (RPA)



Challenge

A financial institution's fundamental commitment to cultivating enduring relationships faced a significant challenge as it encountered a surge in its customer base and heightened regulatory demands. Specifically, three critical processes became focal points, posing efficiency bottlenecks and jeopardizing stringent compliance standards. These pivotal areas encompassed the management of transaction disputes, the processing of PPP loans, and the execution of due diligence checks for new customers.

Solution

Leveraging Automation Anywhere's established solutions, this bank deployed its new automation program on three high-volume bottleneck processes before extending to an additional 30 processes across various departments. The institution then transitioned systems to Automation Anywhere, further refining its automation production process through ServiceNow, a ticketing service for automation intake requests.

This transformative initiative resulted in increased high-quality Intelligent Automation requests, cost savings of \$3.5 million, streamlined workflows, improved data accuracy and integrity, and reduced risk. Most significantly, it freed 75,000 hours of valuable human resources, enabling employees to deliver an exceptional customer experience and foster long-term relationships with the customer base.



I loved the prioritization and action plan exercise at the Pathfinder workshop. It felt good to know where we were at.

Product Owner, Robotic Process Automation (RPA)

Processes automated

- Electronic funds transfer disputes
- PPP loan forgiveness
- Due diligence request form (new customers)

The whole story

Faced with an unexpected surge in new customers and PPP loan applications, alongside evolving compliance regulations, a Texas-based bank aimed to sustain its growth momentum while providing a consistent customer experience to both new and existing clients. Recognizing the potential of automation as a competitive edge, the bank, experienced in innovation, partnered with Automation Anywhere for its automation journey.

Despite operating in a single state, the bank's numerous locations posed a potential challenge in its automation efforts. Automation Anywhere suggested the establishment of a center of excellence (CoE) to centralize and spearhead automation initiatives. Taking a comprehensive view, the team identified opportunities, focusing on enhancing process efficiency and risk mitigation in three key areas: banking transaction disputes, PPP loan processing, and new customer intake forms (KYC forms). They established a standard of deliverability to ensure compliance, consistency, and best practices across all automation processes.

Opting to migrate its automation system to Automation Anywhere's cloud-native platform, the bank leveraged the Pathfinder Program to further streamline automation production. The production team transitioned from a word-of-mouth process to a company-wide ticketing system, capturing business justification metrics proactively. Scaling quickly to 30 automations, this initiative resulted in a substantial \$2M savings and 75k hours saved, empowering employees to uphold the level of service the bank prides itself on delivering.

The future

During the transition of migrating its automation system to the cloud, the bank seized the opportunity to reassess its Intelligent Automation production. The institution has already introduced ServiceNow, an intake ticketing system, and is in the process of streamlining its automation procedures. The bank is actively investigating ways to improve documentation and enhance metrics capture. Through participation in the Pathfinder Program, the bank identified a notable gap: the lack of a robust ROI metric to evaluate its automation processes. New ROI reporting will not only focus on cost savings but also shed light on security measures and penalties.



About Automation Anywhere

Automation Anywhere is the leader in Intelligent Automation solutions that put AI to work across every aspect of an organization, empowering businesses worldwide to unleash productivity gains, drive innovation, improve customer service, and accelerate growth.

Learn more at [automationanywhere.com](https://www.automationanywhere.com).

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