

ACH in the Cloud: Game-changing bots streamline operations and provide on-demand scaling



PROFILED ORGANIZATION

The diversified bank offers a broad array of financial products and services to consumers, small businesses, and commercial clients. A Fortune 100 company, the bank is one of the country's top 10 largest banks based on deposits, and one of the best-known brands in America.

CHALLENGE

Automated clearinghouse (ACH) payment processing has historically been an extremely painstaking endeavor, with numerous touchpoints for employees to perform small but critical tasks. It was fraught with potential errors—and very slow. Customers—always a top concern of the bank—wanted their payments processed accurately and swiftly. The bank itself needed to cut costs, eliminate errors, and free its employees from tedious, manual tasks, to jobs more suited to their human abilities and ingenuity.

SOLUTION

The bank chose the Automation Anywhere Enterprise platform to automate its ACH processing. But because of the high volume of transactions the bank processed every day, the technology had to be scalable. The bank decided that running RPA in their highly secure cloud environment would scale as required to meet increasing business demand, and ensure the privacy of its clients' information.

BENEFITS

100,000

Hours in employee time saved annually

50

Fulltime employees reassigned to higher-value tasks

100%

Reduction in errors

2.5 months

To complete automation

100%+

ROI within one year

Processes Automated

- Automated clearinghouse (ACH)
- IT system updates

Industry

Financial Services

“The success of our story has to do with this fact: if you take an innovative company like ours, add a game-changing technology, and then add the cloud on top of it, you will get impressive results.”

— **Technical Lead**

Commercial
Operations and
Technology Team

OPERATING IN THE CLOUD: TRICKY BUT NECESSARY FOR SCALE

The bank's cloud environment is highly secure and has tightly controlled access. The bank overcame numerous challenges delivering the same access to bots that their human counterparts enjoy, including internet connectivity, as well as access to Microsoft Office, and a host of other in-house applications.

Additionally, operating in the cloud meant that the bank needed to have all of its desktop applications' patches kept completely up to date at all times. Such activity is taken for granted in an on-premise computer environment, where all PCs and laptops are patched on an ongoing basis. Employees aren't even aware of it. The bank had to get "creative" about doing this—but the robustness and ease of integration of the Automation Anywhere platform made it possible.

RESULTS

The bank first automated its ACH processing. It had 20 bots running the end-to-end process up and working in less than 90 days, immediately eliminating all the errors that had occurred with the manual process. Customers are happy with both the improved timeliness and quality of their transactions. The bank calculated that each of its 20 bots saved 5,000 hours per year in employee time, and estimated this saved 2.5 full-time equivalent (FTE) positions per year per bot, adding up to 50 FTE's total annually. A huge benefit to the bank is that the employees who were previously responsible for manually processing ACH payments are freed up to focus on more rewarding jobs requiring human ingenuity and judgment.

LOOKING AHEAD

Today, the bank is "federating" its RPA efforts with an RPA Center of Excellence (CoE) that supports all of its commercial bank's lines of business automation initiatives. The CoE has a different mandate than building and maintaining the software robots (bots) itself. Instead, it is responsible for disseminating its RPA skills and knowledge throughout the organization by training other technology teams within bank's commercial operations to support their own workers in their automation journeys, to design, build, and maintain their own bots.

"Recreating a desktop ecosystem in the cloud and running a bot that interacts with normal desktop applications wasn't easy. We've gotten very creative and innovative at updating and keeping multiple environments up and running. It's part of the burden of innovation—but it really pays off."

— **Technical Lead,**

Commercial
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Contact Automation Anywhere to learn more about how shared services and business services providers can apply robotic process automation as a business enabler to offer differentiated services and solutions to their clients.

Call 1-888-484-3535 or visit www.AutomationAnywhere.com to schedule a live demo.

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