



CASE STUDY

Arab National Bank scales intelligent automation program, **unlocks 300% productivity gain.**

Organization profile

Established in 1979, Arab National Bank (ANB) is a Saudi-listed joint stock company that ranks among the Middle East's 10-15 largest banks. Headquartered in Riyadh, the bank is supported by regional offices in Jeddah and Khobar, as well as a branch in London.

Results

4M

Transactions completed with intelligent automation

165

Main processes automated

169,000

Hours saved in 24 months

100+

Bots migrated

0

Downtime migrating



ANB proved how essential intelligent automation is by deploying 165 automated processes with an increasingly positive ROI.

Fahad Alhamdan
RPA Technology Lead





Challenge

The bank wanted to streamline processes, improve work quality, and decrease costs. Intelligent automation offered a way to meet all those objectives.

Solution

After running Enterprise version 11 and the Automation Success Platform in a dual environment, ANB chose to fully migrate all bots to the Automation Success Platform as they gained confidence moving forward. They enjoyed the access to enhanced artificial intelligence and machine learning features, including AARI and Discovery Bot™, that the new platform allowed them to gain.

ANB has deployed automations in several business units across the financial institution, including loan operations, trade operations, transaction reconciliation, and regulatory reporting. In addition, they are expanding into HR, finance, retail operations, and information security.

Processes automated

- Documentation gathering for transactions due diligence
- Blocking and unblocking accounts
- Account reconciliation
- Loan rescheduling
- Loan rollovers
- Cancellation of outstanding letters of credit and letters of guarantee
- Customer notifications and actions
- Sanctions screening process
- Resident related services



Thanks to the migration resource center, ANB was able to upgrade to the Automation Success Platform quickly and seamlessly.

Mohammad Elshereef

Country Sales Manager,
Orion Valley (RPA Partner)

The whole story

ANB migrated more than 100 bots with zero downtime, making the bank the first to migrate as part of the Automation Anywhere open migration program. The bank opted to start migrating more complex processes first to understand possible challenges and fixes needed. Then it applied an agile approach to achieve maximum output for each sprint moving forward.

Among the migrated processes was one known as Natheer, a government-related initiative dealing with retail customers whose resident status had changed. Approximately 50,000 records needed to be updated monthly by only 18-20 FTEs. Ten bots were deployed just to handle information on accounts of customers who were recently deceased. An API was also developed to work in tandem with bots to read notifications from the ANB database and freeze accounts on core banking systems where necessary.

Another process migrated dealt with screening customers against sanction lists to protect the bank from dealing with prohibited entities and maintain compliance with the ever-changing financial and trade sanctions landscape. Twelve bots were deployed to extract requests from the database and, using a risk-based approach, make logical decisions based on a number of outlined factors. The bots were able to run 24/7, processing 15,000 screening transactions per day and providing a report to business users with any data issues.

These processes achieved up to 75% cost reduction and 300% productivity gain for ANB, making it one of the leading banks in the Middle East using automation to transform its business.

The future

To further decrease costs, save time, and improve customer satisfaction, ANB plans to continue implementing and scaling intelligent automation in other areas of the business, such as finance, retail operations, and information security. It is also assessing Automation Co-Pilot, Process Discovery, and Document Automation use cases for future implementation.



We have successfully covered most pain points at the bank to achieve a high level of intelligent automation maturity.

Fahad Alhamdan
RPA Technology Lead

About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit www.automationanywhere.com.

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✉ sales@automationanywhere.com

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