

How a top financial services corporation is driving better customer experiences with RPA



ORGANIZATION PROFILE

As one of the world's fastest payment processing network, this financial services corporation uses technology along with its expertise to make transactions between consumers, merchants and businesses simple and safe.

CHALLENGE

The company needed to eliminate errors in its core systems where accuracy is paramount.

SOLUTION

Despite having to shift employees to work remotely at the peak of the pandemic, the global customer care team was able to quickly implement bots to alleviate the manual work related to prepaid card transactions, PEP or sanctions list checks, and dispute processing. The solution provided guardrails to ensure its brand was protected while also driving better customer experiences.

BENEFITS

10X

Increase in daily prepaid accounts processed

95%

Of prepaid card screening process automated

100%

PEP checks automated

70+

Processes automated

100%

Accuracy

Processes Automated

- Prepaid card transaction reviews
- Data extraction and inputting
- Politically exposed person (PEP) or sanctions list checks
- Dispute processing

Industry

Technology

"Everything we do is customer-driven. The work these bots are doing is helping drive a better customer experience."

—RPA Manager

"There is no scope for error in our core systems. RPA ensures our brand and reputation are protected from these kinds of issues."

—Lead Software Engineer

STORY DETAILS

Prior to automation, a six-member team in India had to manually review pre-paid card accounts to check for items such as negative balances, chargebacks, and duplicate charges, then submit a dispute on behalf of the customer for 50 programs worldwide. With RPA, the company was able to automate 95% of the workflow increasing the daily number accounts processed tenfold from 70 to 700. Only 5% of the process required additional screening by employees. Additionally, instead of having to work around the clock, automation allowed the team and the bot to work the same US hours, helping to increase overall productivity.

Another bot processes information in core systems including automated input of bank identification numbers (BINS). Automating these activities not only freed up employees from having to manually key-in numbers, but also prevented errors to ensure that up to one billion cards worldwide continue working.

PEP checks can now be performed using RPA. Without automation an employee would have to check each case, which could have hundreds of names associated with it, taking hours to complete. With a bot, the data is processed in only roughly 10 minutes.

THE FUTURE

The company plans to migrate to the cloud-native, web-based Automation Anywhere 360™ platform and is exploring the use of intelligent automation including IQ Bot™ and Discovery Bot to dramatically reduce the complexity of internal processes such as the translation and extraction of text from forms.

It also wants to use Automation Anywhere Robotic Interface (AARI™) to automate repetitive tasks currently performed by hundreds of customer support agents and to increase the number of automated use cases by 20% in the next year.

"Bots have a huge impact, and our use of RPA is just going to continue to grow over the next few years. I don't even know if people truly understand how much can really be automated."

—Software Engineer

"We're changing the minds of those who aren't too familiar with automation and they're realizing they can leave the manual work to the bots and focus on more valuable work in global customer care."

—Software Engineer

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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