Robotics Process Automation (RPA) With Infinite

1. Common Pitfalls faced by Banks and Financial Institutions in the RPA Journey

Common Pitfalls

Viewing RPA as a series of manual work automations rather than an end-to-end continuous improvement program
If not executed as an end-to-end initiative, RPA may not yield the optimal result

Poor process selection for automation
Not every process is suitable for RPA, and not every process that is suitable for RPA is worth automating.
The selected process may be part of a larger process and may not fetch ROI.

Inadequate Banking & Financial Domain Expertise in the RPA team
May result in overlooking regulatory, compliance, Data security & privacy requirements

Under-estimating the skills required for a full roll out
This leads to multiple complications, and wouldn't be able to scale beyond simple automations
A large program needs experienced & diverse skill sets in large numbers - RPA Developers, Testers, Business Analysts, Bot Admins, Solution Architects, etc.

Not using the right methodologies/ tools/ platforms/ delivery models
Applying traditional Software delivery methods, not using the right tools & platforms may lead to long deployment period

2. We can be your trusted partner in your RPA journey

Our Credentials

Our Value Proposition

Experience in BFSI end to end RPA programs

RPA Experts in Global delivery model
- Experienced Business Analysts & RPA Professionals
- Augmented Burst Capacity
- Follow the Sun Delivery Model using our US, Costa Rica and India centers

Expertise across BFSI Domain

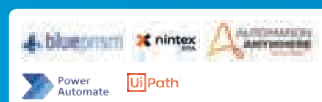| Account Closure	Data Extraction	Prospecting & Application	Processing & Approvals	Fraud Management	Know Your Customer
Fees & Chargebacks	Financial Capitalization	Transaction Monitoring	Loan Origination	Loan Processing	Underwriting

Experience across entire automation lifecycle

Discover	Build	Test	Manage	Run	Measure

Experience in RPA Tools & Partner Platforms

blueprism nintex Automation Anywhere
Power Automate UiPath

3. Case in Point

Illustrative Case Studies across Banking

Area	Client & Scope of Automation	Impact
Credit Card Application Approval	Client is a global financial institution with a strong presence in retail banking. Infinite Implemented an automated workflow for credit card application approvals, including credit checks, document verification, and decision-making.	Reduced approval cycle time enhanced customer experience
Loan Document Preparation	Client is a national bank with a strong presence in multiple states. Infinite automated assembly and preparation of loan documents, ensuring compliance and accuracy.	Quicker loan processing with fewer manual errors
Account Reconciliation, Online Account Opening, Statement Generation	Client is a Regional Bank in the retail and commercial banking space a. Infinite automated reconciliation of accounts, ensuring accurate matching of transactions and balances b. Infinite automated online account opening process, from data collection to identity verification and account setup. c. Infinite automated generation of account statements, including formatting, data extraction, and delivery.	a. Reduced errors & time required for account reconciliation b. Seamless online account opening, improved customer experience c. Accurate and faster statement generation
Loan Origination, Customer Support Ticket Handling & Account Balance Inquiries	Client is a Regional Bank offering a range of financial solutions for individuals, businesses, and organizations. a. Infinite automated loan origination process, from application submission to credit checks, documentation preparation, and approval. b. Infinite automated handling of customer support tickets, routing inquiries to appropriate departments and tracking ticket resolution. c. Infinite automated account balance inquiries for members, providing real-time information and enhancing self-service capabilities	a. Streamlined loan processing and reduced turnaround time b. Enhanced customer service and ticket management c. Enhanced self-servicing capabilities
Client Onboarding	Client is a diversified financial services company specializing in wealth management. Infinite automated client onboarding, including document collection, compliance checks, and account setup.	Accelerated client onboarding and enhanced compliance
Self Servicing	Infinite used automation to assist multiple credit unions enhance their member self-servicing capabilities and transform member interactions with real-time account balance inquiries.	Enhanced Customer Experience
Anti-Money Laundering, Know Your Customer	Our Client is a Regional Bank. Infinite used UiPath RPA to automate Anti-Money Laundering and Know Your Customer processes and helped the bank achieve improved compliance	27% improvement in compliance

About Infinite

Infinite is a global leader in digital engineering and IT services, with over two decades of experience helping clients in digital transformation and creating business value.

Our Offices

Ontario

Chicago

Dallas

Washington DC

Atlanta

Barreal de Heredia

Panama City
Barranquilla

Prague
Munich

New Delhi
Pune
Hyderabad
Gurugram
Vishakhapatnam
Bangalore
Chennai
Hong Kong

Malaysia

■ Corporate Headquarters

■ Delivery Centers

Services

- Business Transformation
- Digital Transformation
- Cloud Migration & Modernization
- Product Engineering
- Business Process Automation
- Infrastructure Management
- Application Management
- DevSecOps
- Enterprise Analytics
- AI/ML
- Testing and QA Services
- Product Implementation Services

$1B+
FY 2023 Revenue

16000+
Global Employees

20+
Delivery Centers across Onsite, Nearshore and Offshore

150M+
Lives touched

400+
Customers

Infinite helps Financial Institutions meet rapidly changing customer expectations, exploit disruptive business models and new technologies, become more efficient and resilient, and navigate uncertainty, risks and regulations. We deliver this with our "NextGen" Domain, Digital, and Platform Engineering services.

The Infinite Difference

Strong domain expertise across banking, payments, lending, asset management and insurance built from years of experience in designing and building business platforms for Fintechs and other clients. This enables us to deliver tangible business and transformation outcomes thereby delivering *greater value.*

Our deep product, engineering and platform capabilities including architecture, design, build, integration, automation, DevOps and CloudOps. This enables us to deliver next gen business platforms and data driven customer experiences thereby delivering *speed to value.*

Meeting clients' needs with cost effective offshore, nearshore, and onshore teams, deep engineering talent, and flexible and Innovative engagement models from augmenting teams, end-to-end managed services, and outcome-based engagements. This enables us to *deliver value efficiently and predictably.*

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Visit us at www.infinite.com/banking-financial-services-and-insurance/