#HelloBPS
Win ideas from #TechMBPS!

Customer Ask:

"Currently my new customer experience is getting hampered because we take too long to onboard them. How can Tech Mahindra help?"

TechMighty:

"Sure. Let us tell you about our #TechMBPS team who made the customer onboarding journey quicker and better for one of the largest African banks."

1 We understand the problem…

Our client is one of the largest African banking groups offering a full range of banking and related financial services. They knew that when it comes to keeping new customers engaged, a great onboarding experience is key.

They wanted to make the onboarding journey customer-friendly and knew 'Digital' would be the key to facilitate a seamless experience.

We were the first choice for our client, who was keen that we use our technical and domain expertise to design and set up an end to end, in-house RPA Center of Excellence.

2 Our solutions save the day…

This was a consulting exercise driven by the #TechMBPS team, as a part of the client's digital banking strategy.

We took on this goal to provide a world-class customer digital experience via a 5-stage phased approach:

- Process Investigation/Study & Process Heat Map
- Process Assessment and Analysis
- Re-engineering & Re-designing
- Feasibility assessment
- Target Operating Model & Deployment

After analyzing all processes which have maximum impact on customer onboarding experience we identified 2 major areas for digitization – Account Origination and Verification across products in the Retail banking space. And redesigned the processes to deploy RPA successfully.

3 …the client was happy with the results…

17 RPA solutions deployed

320% improvement in productivity
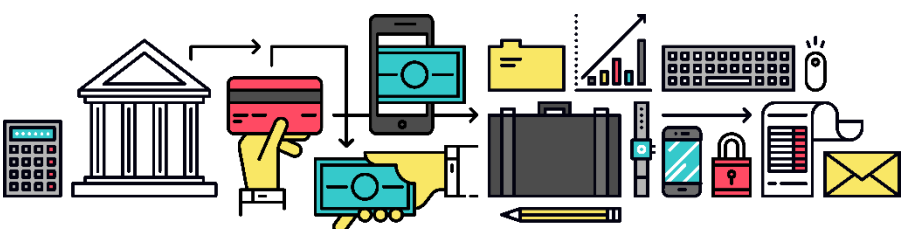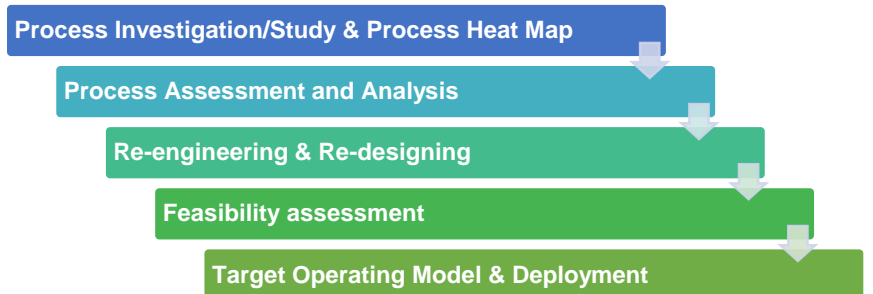
Reduced FTEs by **60%** (220 nos.)

USD 6.5m savings

Customers can transact on the **same day** reduced from the earlier TAT of 8 days

Reduction in cycle time by **30%** - from Account Origination to Card Delivery

4 and said…

" The TechMBPS SPOC has showed excellent support and business knowledge in the delivery of our teams features. Inclusive of that he is coordinating the junior analyst in their delivery as well. At this stage I feel that all responsibility from him has been met to the agreed and required support. "

5 Key Takeaways…

Customer Experience is critical for any Banking Enterprise. With the vast potential that Digital holds, Bankers are looking forward to provide their customers a world class digital experience.

At Tech Mahindra BPS, we have a team of experts to identify your requirements and deploy just the right Technology suitable for your Bank – from developing the roadmap to making it live and measuring success.