



# Using robotic process automation to improve productivity and reduce costs



## What was at stake?

A global Fortune 1000 bank needed to expand its operational capacity to handle a high volume of financial transactions without hiring additional staff. However, bank leaders were initially skeptical about automation because:



many of the bank's processes were highly complex



the required data was scattered across numerous legacy and third-party systems, and



most of the processes —when viewed in isolation—did not justify deployment of a full robot

## Where Deloitte stepped in?

Deloitte's end-to-end analysis of the business found that RPA was indeed a viable option because many of the processes were sufficiently similar to allow a combined approach to bot planning, development, implementation, optimization, and maintenance. The bank's first bot was developed and deployed in just six weeks as a pilot project to prove the viability of RPA. However, the effort quickly expanded.

### Specific examples of RPA use at the bank include:

- Accepting requests for credit card remediation due to an issue or refund, and then gathering thousands of related data items for each remediation application
- Logging into a statement repository and converting PDF-based unstructured data into structured data, using the power of natural language processing to identify key terms to inform claims assessment
- Applying a tailored rule-set to transactional data, and then feeding the results into a remediation calculator for processing and payment

### The bank's automation journey

	2 months	6 months	18 months
<b>Infrastructure</b>	3 physical PCs	10+ virtual PCs	150 virtual PCs
<b>Bots</b>	1	30-50	150
<b>Processes</b>	1	5-10	20
<b>Weekly requests</b>	<2k	10-20k	90k
<b>Total requests</b>		500,000	4 million
<b>Team adoption</b>	20%	50%	100%

Source: Deloitte Consulting LLP 2017

## The result.



**\$40 million expected to be saved**, over the first three years, and increased throughput in lending and retail banking as more than 150 bots are executing 120,000 operational requests per week, at only 30% of the cost that would have been incurred had the bank been required to hire additional staff.

## Contact us.

Explore additional examples of digital margin improvement in action in Deloitte's Global Cost Survey Report and contact us to discuss implications for your organization.

[www.deloitte.com/us/thriveglobal](http://www.deloitte.com/us/thriveglobal)

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