

A woman with long brown hair, wearing a white lace top, is leaning on a wooden balcony railing. She is looking out over a cityscape with buildings and a body of water. The scene is bathed in a soft, purple and blue light, suggesting dusk or dawn. The ZenSár logo is in the top left corner.

ZenSár

100% Accuracy Deal capture in LOB systems

CASE STUDY

100% Accuracy Deal capture in LOB systems

Client is a leading financial service provider in South Africa. The client specializes in investment product and shareholder administration services and solutions in Africa, Europe, the Middle East and Asia regions. Zensar's robust RPA framework and expertise helped the client to transform its current deal capture process.

How did Zensar bring about the visible transformation?

The major business challenge faced by the customer was of unstructured data input from multiple sources i.e. Fax, EDI, E-mail, Call, Hard copies, Post etc., with regulatory compliance as a major problem. The process was prone to human errors with cost of rework and penalty risks amounting to approximately \$ 1.5 and \$ 3.5 million / year respectively. It was a highly complex process with 350 FTEs and 4000 instructions processed daily. Zensar automated the entire process with low human touch points and exception handling.

Company:

A leading financial services provider in South Africa

Business Benefits

- 100% Accuracy Deal capture in LOB systems
- 40% gross savings on cost of efforts, rework, penalties
- 90% efficiency gain
- Generate ROI within 8 months
- 150 FTE Bandwidth Savings
- 80% reduction in cycle time

Top Benefits Achieved

