Reduced cycle time to under 5 minutes
For a leading bank in South Africa
Reduced cycle time to under 5 minutes for a leading bank in South Africa

The client is a leading South African asset financial bank and is one of the largest credit instalment institutions in the region. Zensar presented its RPA proficient POC to the client by picking up one of its most complicated processes of updating Customer Records.

How did Zensar bring about the visible transformation?

The major business challenge of the client was the extraction of end customer data from internal and external applications, systems & websites with multiple touch points across six applications. The process was monotonous, tedious and time consuming, impacting client’s returns if the end customer was not traced. Zensar used its RPA competency to automate the entire delinquency management process to achieve less human touch points and fast processing.

Company:
A leading South African asset financial bank

Business Benefits
- Consolidated reports generated for the agents to directly start tracing customers
- Cycle time reduced from 20-25 mins to under 5 mins
- Saved over 5000 person hours per month

Top Benefits Achieved

- 20 minutes Cycle time Reduction
- 5000 person hours Saved per month
- Customer tracing Using consolidated reports