Robotic Automation – Case Study

Major Global Bank

**Program Profile**

- **£175 million p.a. reduction in bad debt provision**
- **120+ FTE save**
- **£multi-million annual benefit**
- **Working since 2006**
- **The client and Blue Prism team have tackled multiple process improvements**
- **Blue Prism is part of Banks BPMS CoE**

- **Right of set off**
  - Account sweep triggered by missed payment on loan
- **Automated Fraudulent Account Closure Process**
  - Rapid closure of compromised accounts
- **Automated Branch Risk Monitoring Process**
  - Collation and monitoring of Branch network operational risk indicators
- **Personal Loan Application Opening**
  - Automation of process for new loan applications
- **New Loan Product Blitz**
  - Rapid response to better than expected take-up of newly launched loan product
- **Data Cleanse**
  - Cleanse of external telephone data and update to relevant systems
- **Payment Protection Insurance (PPI) Claims Processing**
  - Process over 1000 claims in 7 hours using 15 VM’s Equivalent to 55 FTEs work in 1/3rd of a working day on 1 server