

# 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