

## AutomationEdge – Robotic Process Automation



**India's** fastest growing bank improves turnaround time and process accuracy significantly using **Robotic Process Automation** for CRM related user transactions.

### The Challenge

The customer is the fastest growing bank of India and has presence in pan India. For speedy operations and processes bank uses packaged CRM application, but with the rising customer count the bank has to do hundreds of user creation, deletion and modification in the CRM.

The CRM vendor did not provide any API's for doing bulk user creation \ data entry. Each of these processes had sub processes in different modules of the CRM. Like the User creation was first creating user using a thin client browser based interface. After the user was created it needs to be associated to a particular role and bank branch. And then it needs to assign specific rights and reports. This needs to be done using a thick client windows based application.

All the user transactions were required to be done manually through the web and windows application GUI

It was a repetitive and mundane task taking a lot of time manually. And because of this the TAT was also very high. There was a queue of pending transaction at most of the times and the business was suffering in the process..

### AutomationEdge solution

Using AutomationEdge for robotic process automation of this process the manual process was automated. The new user creation related data is taken from HR application. Modify and delete user related data is taken from service desk. The user actions are being performed robotically by AutomationEdge mimicking a human resource.

With AutomationEdge the same transactions are not taking less than half the time it was taking earlier when it was done manually. Also the accuracy improved. The compliance to standard operation process also improved as a standard uniform process is now being followed.

Since AutomationEdge is also able to run 24 x 7. The user creation process was scheduled after business hours thus resulted in reducing the load on the CRM server and also improving its performance.

All the back log of user creation was completed immediately. All the daily user related requests are completed now on the same day. The TAT has improved significantly.

A run time report is available through AutomationEdge analytics on CRM user related requests.

**Following the success of the CRM user related automation customer has also implemented AutomationEdge for other business process automation requirements.**

### Return on investment (ROI)

AutomationEdge robotic process automation ability resulted in up to 95 percent savings in man-hours necessary for all CRM user related transactions. Additionally the turnaround time and process accuracy improved significantly.

## About AutomationEdge Robotic Process Automation Solution

AutomationEdge acts as robot to run business processes which are repetitive in nature. AutomationEdge for Business process automation allows you to automate business processes of BFSI like CRM admin tasks in bank, group insurance processing in insurance company, No claims bonus process in insurance company etc.

Business process automation offering is based on AutomationEdge Robotic Process Automation solution to cover following areas:

- connect different processes
- back office administration and reporting
- digital initiative to connect new digital channels with current systems in the organization


### Client Speaks

“Vyom AutomationEdge has helped us reduce our business transaction time by 75%. The AutomationEdge robots work after office hours and on weekend to complete the backlog. This has helped us increase branch business user satisfaction and reduce costs”


- Vice President, Fastest Growing Indian Bank



**3 min vs 3 hours**  
Time cut for House loan insurance 100 application processing



**20 % Cost Savings**



**75% Time Savings**  
Reduction in time to user creation and branch association in a bank

### AutomationEdge Clients

### Why Choose AutomationEdge?

**Ready Adapters**  
for many applications and system

**Industry's Best**  
Spreadsheet processing speed, Arguably Fastest RPA Engine

**Automation Platform for Digital World**  
Workflow, Chatbot, Robotfarm, UI drivers, API Quick Integrationplatform, OCR, Ready algorithms

**Start small**  
and then go big  
(Licensing based on Process and not machines)

**Enterprise grade RPA**  
Security, Audit trail, Reporting, Scale, Speed, Horizontal scaling, Self-Service

**Partners & Professional Services**  
Speed of Development

### About AutomationEdge:

AutomationEdge is a global provider of IT Automation and Robotic Process Automation solution. AutomationEdge focuses on developing automation platforms for digital world.