

AutomationEdge automates user creation process of a leading bank

The Results



60%

Reduction in cost of service



5 Hrs. V/s 1 Hr.

Rapid delivery of new service



60% to 100%

Improved SLA compliance



100%

Customer Satisfaction



100%

Accuracy



The Challenge

As the banker was expanding rapidly, creating the user manually was becoming tedious and time consuming. The banker was manually creating 100 + users daily and the role to the user was assigned manually each time the user was created. An automated bulk user creation and role assignment process was needed. As this was manual activity the process was error prone, time consuming and human dependent. Apart from this training the new user was also cumbersome and time consuming since the user creation process was manual and complex.



The Solution

The banker had approached the existing vendor to find the solution, but the vendor suggested that implementing bulk user creation and Role assignment will require major architectural change and will also incur high cost. Meanwhile the banker came across AutomationEdge - the IT automation and robotic process automation solution. After a detailed evaluation of AutomationEdge, the banker decided to opt for AutomationEdge. AutomationEdge helped the banker automate two use cases namely:

- User Creation
- Role Assignment for New Joiner