



AUTOMATION FOR SCALE: LEADING IRISH BANK IMPROVES USER SATISFACTION WITH AUTOMATED ISSUE RESOLUTION

The client is among the 'Big Four' commercial banks in Ireland. It provides personal and corporate banking services. The bank was grappling with erroneous transactions and the lack of an intuitive incident resolution process. This was adversely affecting customer as well as employee experience. Manual processes increased the risk of data errors, leading to long wait times for transactions or salary credits. In one incident, nearly 50% of payments were affected, impacting nearly 1500 records, resulting in extreme customer frustration.

Internally, the bank's systems and processes posed serious challenges for business users, IT governance and support engineers too. While many issues were similar, the lack of automation led to high dependency on individuals for repetitive analysis. As support staff was not available 24/7, escalations often did not happen in time, creating SLA breaches. Further, the entire process was not auditable. This meant greater supervision and increased cost. Vulnerable to risk, the bank's business and reputation were getting affected.



SOLUTION

100% secure, compliant and de-risked

We designed a solution for the client using Infosys AI platform, that integrated with Remedy for ticket monitoring and auditing, TWS to rerun jobs, CyberArk for secure transactions, and DBs and servers for analysis and resolution. Automation for repeatable and mundane tasks released SMEs for value-added activities while auditable processes and reusability improved compliance.

We developed and implemented 9 automation use cases for bank's payments systems and created a common knowledge repository portfolio that allowed quick search and continuous enrichment. Our automation solution de-risked payments by eliminating manual intervention, ensured end-to-end security and enabled 100% SLA adherence.

BENEFITS DELIVERED

Improved service delivery for all stakeholders with nine use cases alone

For customers:

- Improved SLA adherence through a reliable, 24/7 and consistent solution
- Enhanced customer satisfaction through timely and accurate transactions
- Reduced customer churn by ~0.1%

For users:

- Accelerated issue resolution by reducing mean time to resolution (MTTR) by 90% from 1.5 hours to less than 15 minutes
- Automation eliminated the need for constant supervision, follow-up meetings and reporting to regulators
- An active 24/7 platform, consistently monitoring and flagging issues, thereby eliminating payment delays
- Besides streamlining IT governance, support engineers can escalate issues on time, thereby improving productivity

BUSINESS OUTCOMES

Scalable and efficient solution design

- Reduced risk by eliminating manual errors
- Increased compliance through 100% auditability and reporting
- Slashed personnel and IT costs by reducing support engineer and SME effort
- Improved business knowledge through training programs and effective SME knowledge capture
- Increased business quality by improving data accuracy with ~99% scripts automated

**WE DID THIS FOR THEM.
WE CAN DO IT FOR YOU.**

To learn how Infosys can deliver value with scalable automation too, write to aiautomation@infosys.com

For more information, contact askus@infosys.com

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