

Case Study: IA/BFSI

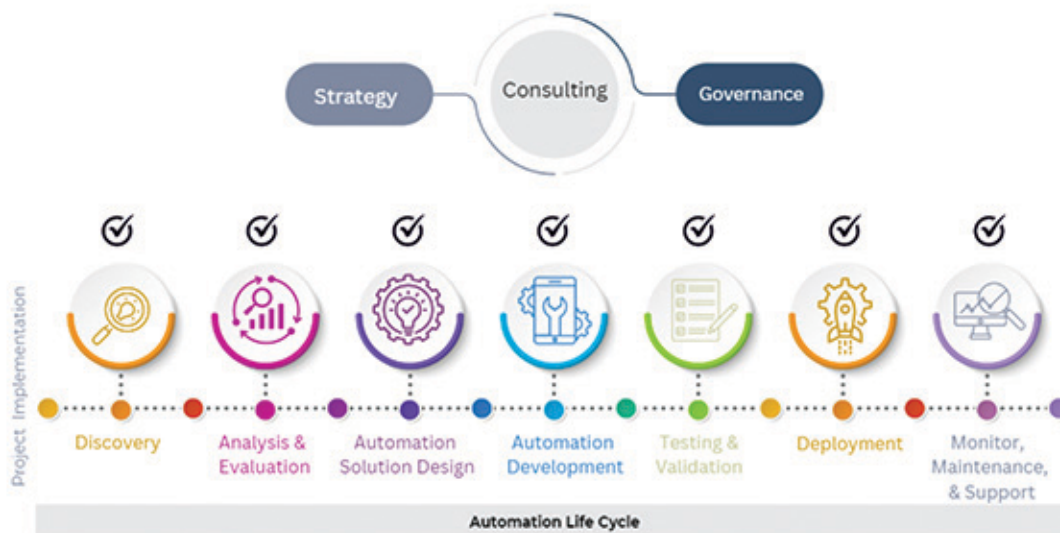
eBanking account closures

Business Challenges

A reputable bank faced challenges manually closing eBanking accounts because of the limited team and availability. When the accounts remained open beyond the specified time, the customer and bank incurred ongoing fees. To address this issue, the bank sought to automate the account closure process to improve the process, save money, and enhance the customer experience.

What We Did

Primus was responsible for all phases of the full Automation Life Cycle, from governance to process discovery, through deployment and ongoing support. The automation enabled our customers to achieve process improvement that positively impacted operations and improved the customer experience.



Business Benefits

- **Customer Experience:** The accounts were closed promptly, improving the customer experience and eliminating account fees.
- **Compliance:** The automations assured that accounts were consistently closed as per internal policies.
- **Return on Investment:** The bank experienced a 900% NET ROI by implementing the automation.

Technologies Used

The following tools were utilized by Primus in support of our methodology for this project.



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About Primus

Primus is a trusted technology solutions leader, dedicated to serving its partners for nearly 30 years with exceptional solutions that enhance business efficiency, increase productivity, and boost profitability. Our comprehensive suite of services includes Enterprise Data Solutions, Intelligent Automation Solutions, Cloud Engineering Solutions, and Staffing Solutions, catering to various industry verticals such as Healthcare, Insurance, Telecommunications, Logistics, Food & Beverage, Media, Automotive, Real Estate, Manufacturing, Banking & Finance, and Energy.

About the Primus Intelligent Automation Practice

At Primus, our IA Practice leverages advanced technologies to empower organizations in their digital transformation efforts. By leveraging cutting-edge tools and solutions, we help businesses streamline operations, enhance process efficiency, drive innovation and deliver measured impact and ROI to the business. Our expertise in Intelligent Automation and hyperautomation ensures that companies can navigate the complexities of digital change, achieving significant improvements in performance and maintaining a competitive edge in today's fast-paced market.

Our core Intelligent Automaton technologies includes:

- Robotic Process Automation (RPA)
- Business Process Mapping (BPM) & Task Mining
- Full Automation Development/Testing/Support
- Chatbot
- GenAI, Artificial Intelligence, and Machine Learning
- Intelligent Document Processing (IDP) and Optical Character Recognition (OCR)

Certifications



AICPA
SOC 2 Type 2 report covering Security, Availability and Piracy



ISO 27001:2013, ISO 9001:2015



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