

AssistEdge enhances customer experience for Nations Trust Bank in Sri Lanka

AUTOMATION SUCCESS ASSURED.

How AssistEdge helped Nations Trust Bank in Sri Lanka reduce AHT by 43%

Nations Trust Bank based in Sri Lanka is amongst the top 30 business establishments, offering world class financial products and services for individuals, corporate and institutional clients. The bank operates 94 branches across the country, boasting an ATM network covering 135 locations, 46 Cash Deposit & Withdrawal Machines and more than 3,500 ATMs on the Lanka Pay Network.

Opportunity

The organization was facing a challenge to manage several manual tasks for multiple users every day. The tasks include:

- On boarding of bank branch user
- User modification
- User deletion, suspension
- Temp transfer same as user modification, permanent transfer
- Re-activation
- Reset, unlock, clear

As well, the bank's major processes such as enabling and disabling overseas card transactions, cancelling debit cards, updating exchange rates for various currencies in different applications were all conducted manually which required a high turnaround time. Also granting permissions for various applications still remained with individuals, enabling a huge risk of misuse.

Solution

As the client has implemented Finacle for its core banking system, it enabled EdgeVerve to deliver AssistEdge quickly and efficiently with Finacle being a part of the EdgeVerve portfolio. AssistEdge RPA was implemented to automate all manual processes. AssistEdge Design Studio was used to configure the microbots, Java, and windows applications automations. As a result, cards and transactions were enabled/disabled quickly without manual intervention. For one main UAM (User Access Management) process implementation, we implemented an automated process to reset the passwords for every application after first login so no human will know what password the BOT is using. Since the BOTs are resetting the passwords and no one has this information, the issue of security was confirmed for the client.

"AssistEdge BOTs are much faster compared to previous bots and the Finacle automation runs flawlessly."

Outcome

43%

reduction in average handling time

Achieved security
compliance

with data consistency and accuracy



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AssistEdge is an award-winning scalable automation platform to modernize customer service, improve business processes and enhance operational productivity. It spans the entire gamut of automation continuum from deterministic through predictive to cognitive automation.

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