

Banking

40%

**Improvement
in Customer
Satisfaction
Scores**

25%

**Decrease in
Compliance-
Related Incidents**

20%

**Reduction
in Process
Inefficiencies**

Overview

A Global 500 bank faced multifaceted challenges in achieving operational excellence, driving digital transformation, managing risk and compliance, enhancing customer journeys, and optimizing their workforce.



Challenges

Operational excellence was critical as this multi-national bank in South East Asia struggled with inefficiencies that increased costs and affected customer satisfaction. The complexity of digital transformation required strategic investments and a comprehensive understanding of existing processes. The volatile market conditions and stringent regulatory requirements placed immense pressure on risk management teams to ensure compliance across geographies. Enhancing the customer journey was essential to maintain competitiveness, while organizational change and workforce optimization were crucial to align with new digital initiatives.

Solution

Apromore played a pivotal role in addressing these challenges through its holistic approach to process management, based on advanced process mining capabilities.

- **Data Extraction:** Apromore ingested event data from CRM and core banking systems, providing a comprehensive view of the bank's core processes such as customer onboarding, loan origination, and disputes management.

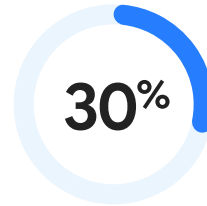
- **Process Mapping:** Using Apromore, the organization mapped these end-to-end processes automatically, to visualize and understand current operations, revealing inefficiencies and areas for improvement.
- **Performance Monitoring:** Apromore identified system constraints imposed by legacy technology, enabling a more targeted and effective re engineering of these processes. Via digital process twins, the platform helped the bank simulate new process designs, accelerating the transformation journey and reducing implementation costs.
- **Digital Transformation:** Apromore identified bottlenecks and process breakdowns, enabling a faster and more efficient digital transformation. The platform simulated new business models and tested changes, accelerating the transformation process and reducing costs.
- **Risk and Compliance:** The use of Apromore's data-driven insights helped the bank build a more robust and insightful control environment to improve its compliance posture and reduce operational risk.

Results



Operational Excellence

Reduction in process inefficiencies. Enhanced process visibility and reporting, leading to better decision-making.



Digital Transformation

Faster process execution due to elimination of bottlenecks.

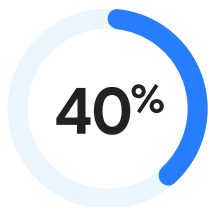


Risk and Compliance

Decrease in compliance-related incidents. Improved risk management through proactive monitoring and data-driven insights.



Accelerated digital initiatives, reducing overall transformation costs by



Customer Journey

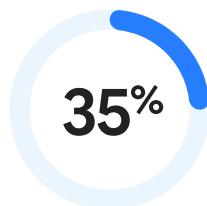
Improvement in customer satisfaction scores.



Workforce Optimization

Improvement in workforce productivity.

Reduced customer service resolution times by



Reduced operational costs by through efficient resource allocation.



Conclusion

By leveraging Apromore's process mining capabilities, the financial services' organization enabled digital transformation, drove productivity, reduced risks, and optimized their workforce. These strategic initiatives positioned the bank for sustained success in a competitive and highly regulated landscape.