UST

Financial services

Transforming customer onboarding

RESULTS

72%
reduction in onboarding time

33%
reduction in onboarding cost

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CHALLENGE

A leading global bank from the United Kingdom wanted to transform their customer onboarding process by using technology to speed up the onboarding process as the bank was losing 20% of the inquiries due to process delays.

APPROACH

Optimized the onboarding process with minimal human intervention.

- Computer Vision and Data Fusion extracted consumer data from the onboarding documents and uploaded it to the bank's CRM tool.

- Robotic Automation Process (RPA) autoverified the consumer identities.

- Accounts were automatically created. Customers enjoyed a better experience by not having to input much detail.