![ahana - creating possibilities]

LEADING DIGITIZED BANK PROCESSES **3,000** LOAN CLAIMS IN **15 MINUTES** WITH AHANA'S UIPATH AUTOMATION SOLUTION

Loan processing can often become a bottleneck for financial institutions, especially when applications surge. Manual methods not only slow down the process but also increase the risk of errors. This case study explores how automating these processes can improve productivity and accuracy, addressing common challenges faced by businesses in high-demand periods.

Client Profile

Our client, a prominent digitized bank ranks as the fourth largest Small Finance Bank in India. Having commenced operations in 2018, they stand out as one of India's most innovative financial institutions, with a strong focus on financial inclusion.

The Challenge

The client faced substantial difficulties with their manual loan processing system. The surge in loan applications, particularly during peak periods, resulted in delays and a backlog. The manual approach was time-consuming and prone to human errors, which impacted the timely approval of loans and the accuracy of data handling. As a result, they struggled to keep up with the increasing volume of applications and ensure error-free processing.

Ahana's Solution

To tackle these challenges, we utilized UiPath robot to streamline and automate the loan processing workflow. The solution involved several key steps:

1) Application Handling:
- The robot received loan applications from the group mailbox and transferred them to the user mailbox.

2) Stamp Paper Charges:
- The robot verified and, if necessary, entered the stamp paper charges based on the loan code.

3) Posidex and Credit Information Verification:
- Initiated posidex for the applicant in the "Particulars" tab.
- Verified the combined high marks for both the applicant and co-applicant in the "Credit Information" tab.
- Updated failure status in the excel sheet if values did not meet the acceptance criteria.

4) Business Logic Compliance:
- Checked posidex details against business logic in the "Particulars" tab and updated failure status if discrepancies were found.
- Initiated AML (Anti-Money Laundering) checks for the applicant and co-applicant based on their AML status and posidex details.

5) Final Verification and Decision:
- Re-initiated the combined high mark check for the applicant.
- Verified the "Final decision on field verification" in the "Risk Analysis" tab and updated the status as success or failure accordingly.

6) Error Handling:
- Any issues were logged, and applications were sent back to "JC OPS" for review if necessary.

Upon successful processing, the robot updated the status in the excel sheet and sent the updated file to the business owner via email.

Business Impact

Ahana's solution delivered remarkable results in loan processing.

1) Speed: The system processed 3,000 claims in just 15 minutes, a significant improvement from the 3 hours required manually.

2) Operational Efficiency: It handled 30 to 40 requests within 20 minutes, compared to the 4-5 hours needed manually, resulting in a performance improvement of 92%.

3) Accuracy: Automation ensured error-free handling of applications, eliminating mistakes and backlogs.

Conclusion

Automating loan processing can improve both speed and accuracy, especially when handling high volumes of applications. By integrating UiPath robots, businesses can overcome the limitations of manual processing, reduce errors, and handle applications more efficiently. his approach not only addresses common challenges but also sets the stage for smoother operations and better customer service.

About Ahana Systems and Solutions

Ahana Systems & Solutions is a leading IT Infrastructure Management Services and Digital Transformation company based in Bengaluru, India. Our expertise extends to a wide range of solutions, including Cloud, RPA, DB & EDW, BI & Analytics, and Application Development. Our 100+ roster of clients relies on us for our deep domain expertise, skilled resource base, and proven partnership with the best technology providers.

Contact Us

sales@ahanait.com | info@ahanait.com | +91 9148724605