



A LEADING SMALL FINANCE  
BANK CUTS AUDIT TIME BY  
80% WITH AHANA'S DIGITAL  
REGISTRY PLATFORM



Managing branch operations efficiently is a constant challenge for banks, especially when it involves tracking numerous daily transactions through manual registers. From recording cash movements to documenting key handovers, these traditional methods can lead to frequent errors, lengthy audits, and excessive storage requirements. To address these pain points, banks are increasingly turning to digital solutions.

This case study explores how Ahana's digital registry platform helped a financial institution overcome these challenges, resulting in improved operational efficiency and a quicker audit process.

## 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.

## Challenges

Our client struggled with manual registers for tracking cash movements, courier deliveries, and key handovers across their branches. These registers are essential for RBI compliance, which requires accurate, transparent record-keeping to ensure financial integrity and regulatory adherence. The manual process was error-prone, demanded extensive physical storage, and made audits cumbersome and time-consuming. To address these issues, the client needed a digital platform to streamline operations, ensure compliance with RBI regulations, and expedite the audit process.

## Ahana's Solution

Ahana developed a tailored digital registry platform for the client, designed to digitize and centralize their branch operations.

- **Centralized Digital Registers:** All manual registers, including those for cash movements, courier deliveries, key handovers, welcome kits, couriers' entry, and more, were digitized and managed from a single platform.
- **Role-Based Access Control:** The platform provided secure, role-based access, ensuring that only authorized personnel could make, check, or approve entries.
- **Real-Time Monitoring:** Head office gained the ability to monitor branch activities in real-time, allowing for more efficient management and quick detection of any discrepancies.
- **Audit and Compliance Support:** The platform simplified the audit process by providing easy access to all necessary records, reducing audit time and ensuring compliance.



## The Impact

- **Operational Efficiency:** Managing registers became **70% - 80%** more efficient, reducing the time and effort required for daily operations.
- **Space Savings:** The elimination of physical registers freed up valuable storage space in branches, allowing for better space utilization.
- **Faster Audits:** Audit turnaround times were reduced by more than **80%**, as the digital platform provided instant access to accurate records.
- **Error Reduction:** Nearly **99%** of the errors associated with manual entry were eliminated, ensuring more reliable and accurate record-keeping.

## Conclusion

Ahana's adept deployment of RPA solutions has addressed the client's immediate challenges and firmly established us as a leader in the RPA field. This case study underscores the pivotal role of streamlined invoice processing, showcasing how Ahana's expertise enhances operational efficiency, accuracy, and overall business success. With Ahana at the forefront, businesses can confidently embrace automation, knowing they are partnering with a proven leader in the field.

## About Ahana Systems and Solutions

Ahana is a global IT service provider for Digital Transformation Services and Solutions. At Ahana, we specialize in providing cutting-edge solutions that help businesses in their digital transformation journey and empower them to harness the full potential of their data. Our dedicated team of experts is always ready to guide customers through every step of transformational expedition. With over 100+ clients across India, Europe, and USA, Ahana is one of the leading choices for 'Digital-first' organizations in a fast-paced scenario.

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