![ahana - creating possibilities]

MODERNIZING BRANCH OPERATIONS: AHANA'S TAILORED WEB APPLICATION FOR EFFICIENT DIGITAL REGISTER MANAGEMENT AT A LEADING PRIVATE BANK

Branch operations play an important role in maintaining compliance, ensuring data accuracy, and delivering efficient services in the banking industry. Yet, many banks still depend on manual processes like physical registers, which limit their ability to monitor activities and respond to changing needs effectively. This case study shows how Ahana worked with a leading bank to replace outdated systems with a digital solution, improving branch operations and supporting future growth.

Client Profile

Our client, a prominent private sector bank, is classified as an A-Class Scheduled Commercial Bank in India. They provide a comprehensive suite of banking services, offering a complete package for all banking requirements.

The Challenge

The client relied on physical registers to manage branch operations, which presented several limitations:

- Monitoring branch activities was not feasible due to the lack of digital workflows.
- The absence of centralized systems led to inefficiencies in accessing and consolidating data.
- Manual processes restricted the scalability and reliability of operations.

The client needed a digital solution that would retain the flow and rules of the physical processes while introducing robust monitoring and reporting capabilities.

Ahana's Solution

To address these challenges, Ahana deployed a structured approach, starting with an in-depth analysis of the client's processes:

- Conducted on-site visits to branches and the head office to understand existing workflows.
- Prepared and finalized a Business Requirement Document (BRD) after client sign-off.
- Developed a custom web application to digitize 15+ registers, retaining the flow and rules of the physical processes.
- Implemented Active Directory (AD) Authentication for role-based access and designed workflows and business logic tailored to each register.
- Integrated external APIs, OTP authentication, automated email triggers, and daily CRON jobs to replicate physical workflows.
- Created role-specific monitoring dashboards with reporting options in Excel, pictorial charts, and PDFs.
- Enabled multi-tenancy to allow the same application to support multiple clients with customized front-end themes based on the bank's portfolio.
- Leveraged a free, open-source Python framework to ensure connectivity with SQL/NoSQL databases.
- Designed the application to connect seamlessly with external systems based on specific client requirements.

The Impact

Ahana's solution delivered substantial benefits for the client, including:

- Significant cost savings by eliminating manual maintenance of registers.

- Reduced scope for manipulation and manual errors through digitization.

- Enhanced controls on branch operations, ensuring compliance and adherence monitored from the head office.

- Substantial productivity improvements by automating processes previously reliant on Excel sheets and email exchanges.

- Provided insights and enabled course corrections for line managers to identify potential fraud and address weaknesses in key operational areas.

Conclusion

Digitizing branch operations has become essential for banks to ensure compliance, minimize risks, and improve operational oversight. By addressing the challenges of manual processes with a tailored digital solution, the client not only strengthened their internal controls but also gained the ability to adapt to evolving operational needs.

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