

RPA TRANSFORMATION TALES

Fast Pacing Customer Onboarding with **end-to-end Automation**



BACKGROUND

A leading Canada based wholesale and trust company for Credit Unions approached Aspire Systems to help them overcome their challenges with legacy manual systems for RESP customer onboarding process. They wanted to speed up their onboarding process by embracing end-to-end automation while enhancing customer engagement and reducing resource time. They were facing the following challenges with their current manual legacy systems;

- Manual intensive and time-consuming Registered Employee Savings Plan account opening
- Over 300 accounts opened per month leading to increased paper work for employees that were not only time consuming but also prone to human errors and inefficiencies
- Poor customer engagement and experience as each account opening process consumed about a minimum of 25 to 30 minutes

The goal was to automate their RESP account opening solution to improve resource efficiency and productivity with minimal process disruption and data loss.



THE SOLUTION

After taking the client's needs and challenges into consideration, Aspire's Robotic Process Automation team, curated a well-crafted plan to automate the client's manual intensive legacy systems with minimal disruption to day-to-day work. As a first step the solution involved using RPA tool Automation Anywhere to design and build a customized bot.

The activities of the bot involved:

- Scanning the required RESP account documents
 - Extracting all the information for the required fields from the documents
 - Uploading the information into the Prism Portfolio system
 - Consolidating and sending an email about the error documents rejecting the account opening process, in case of an error identification
 - Capturing necessary error logs
- \$500K/year cost savings
 - 6 FTE saved
 - Enhanced employee productivity
 - Reduced resource time
 - Improved employee efficiency and resource allocation
 - Better customer engagement and experience



TECHNOLOGY SNAPSHOT



BUSINESS BENEFITS





Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

For more info contact: info@aspire.com or visit www.aspiresys.com

USA
+ 1 630 368 0970

SINGAPORE
+65 3163 3050

INDIA
+91 44 6740 4000

BELGIUM
+ 32 3 204 1942

NETHERLANDS
+ 31 (0)30 800 92 16

POLAND
+48 58 732 77 71

MEXICO
+52 222 980 0115