

RPA TRANSFORMATION TALES

Simplifying Approval Letter Generation with **Automation** Anywhere



BACKGROUND

A leading Credit Union based out of Harrisburg, Pennsylvania approached Aspire Systems to help them overcome their challenges they were facing with manual approval letter generation. They wanted to automate the process so as to reduce the manual effort and time to improve their employee engagement but also quicken the loan approval process for better customer experience. They were facing the following challenges with their current manual intensive systems;

- Manual intensive document creation in Temenos website everyday
- Repetitive, mundane task reducing human productivity and efficiency
- Decreased employee productivity due to cumbersome manual intensive tasks

The client wanted to implement an end-to-end automation solution for their Approval Letter Generation process for their Motor Vehicle Loan there by reducing manual effort, improving their quality of data, enhancing employee productivity and fasten their loan approval processing.



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 AutomationAnywhere to design and build a customized bot.

The activities of the bots involved:

- Logging into Temenos and navigating through lending to "Generate approval letters"
 - Selecting each application and creating a document set
 - Moving to the next application on successful creation of the letter
 - Creating an error message in case of an error and capturing the logfile and sending relevant communication to the stakeholder
- Scheduled bots with zero manual intervention
 - Enhanced employee productivity
 - Reduced resource hours and efforts
 - Improved data quality
 - 2FTE/Month saved
 - Increased customer engagement



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.

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