



Deutsche Bank

A German multinational investment bank & financial services company

ASSETS

\$780B

PRESENCE IN COUNTRIES

58

Operational Costs

Deutsche Bank faced many operational hurdles following a period of rapid growth.



Wasted time

Silos of data and unlinked systems meant wasted time for employees moving information manually.

Mundane work

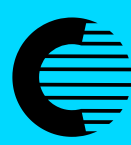
Mountains of paper and electronic forms required employees to process files and fact-check by hand.



# A TALE OF TWO BANKS

CHALLENGES

DIFFERENT BANKS ONE HOLISTIC SOLUTION



Carter Bank & Trust

A State-chartered community bank in the Commonwealth of Virginia

ASSETS

\$4B

PRESENCE IN U.S. STATE

1



Capacity Constraints

Carter Bank struggled to increase their capacity due to challenges in attracting the right talent locally.

Competitive Pressure

Pressure was coming from large banks to go digital to address customer attrition.



Staff Churn

High employee turnover resulted in high onboarding costs.

RPA is great at being able to take an input and put it in one or more systems and do that as a **repeatable process** over and over and over again

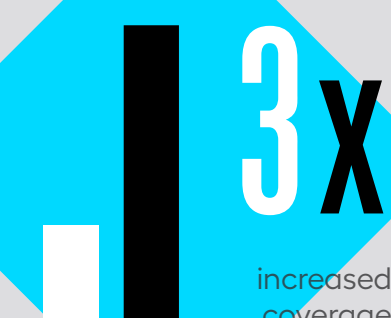


MATTHEW SPEARE, CIO  
CARTER BANK & TRUST

AMERICAN BANKER

[Read the article >](#)

IMPROVED COMPLIANCE



increased coverage

WorkFusion's AI-driven automation capabilities are also being used to create efficiencies in the time-consuming process of **adverse media screening** as part of the bank's know-your-customer screening processes. The software **scans news sentiment** and **context** for **negative news**, rather than looking for rudimentary word associations



DILIPKUMAR KHANDELWAL  
GLOBAL CIO, CORPORATE FUNCTION TECHNOLOGY  
DEUTSCHE BANK

ETCIO.com  
From The Economic Times

[Read the article >](#)

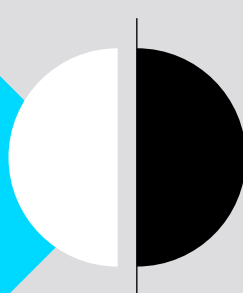
Today, RPA software from WorkFusion takes care of **211 processes** throughout the bank. [Carter] estimates the bots save the bank **\$2.5 million to \$3 million a year** in labor costs

AMERICAN BANKER

[Read the article >](#)

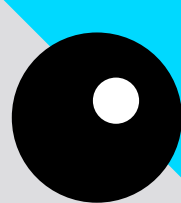
REDUCED COST

50%  
or more



INCREASED CAPACITY

>80%  
of false positives removed



Automation is a real **force multiplier** when many people know how to use it. ... We picked WorkFusion because they provide a learning automation platform, which means **our employees did not have to become programmers to use it**



MARK MATTHEWS  
GLOBAL OPERATIONS HEAD & COO AMERICAS  
DEUTSCHE BANK

Forbes

[Read the article >](#)



WorkFusion®

WorkFusion is an Intelligent Automation™ software provider with a focus on addressing document-heavy manual work in Banking and Financial Services operations.

[workfusion.com](https://workfusion.com)

[learn@workfusion.com](mailto:learn@workfusion.com)



+1 646 453 7974

WorkFusion  
48 Wall Street, New York, NY

© 2020 WorkFusion, Inc. All rights reserved.