

CASE STUDY

# Automation of Trade Finance Is a Big (and Repeatable!) Win for Banking and Finance Ops

**CLIENT**

Large private sector, full-service bank in Asia

**PROBLEM**

A high volume of transaction requests (averaging 400–500 daily) arrived in the form of largely unstructured data, and were handled in a heavily manual process with lack of visibility into risk of errors. That process was controlled by one large document, consisting of up to 20 different sub-documents — yet there were no formal data tracking, employee monitoring, or procedural records. There also were included 45 compliance checks, such as fields which exist in multiple documents; ensuring that all the information was found; and that the request was in accordance with regulatory rules. Operations was also under pressure to reduce costs despite increasing volumes.

**SOLUTION**

This complex workflow required automation of the overall role, not just the individual required tasks. WorkFusion’s solution was to design and deploy a full-stack, integrated-platform business process that uses cognitive and robotic automation to accept, classify and extract data and subsequently update internal systems — at much greater efficiency and speed.

**TIMELINE**

Smart Process Automation (SPA) is a shorter path to machine learning: Bots are fast to train, with relatively few examples needed, and thus there is no long ramping up or painful upgrades required. This client’s entire automated process was designed and configured in just 60 days.

**IMPACT**



Productivity

**+ 55%**

Human productivity increased 55% upon deployment



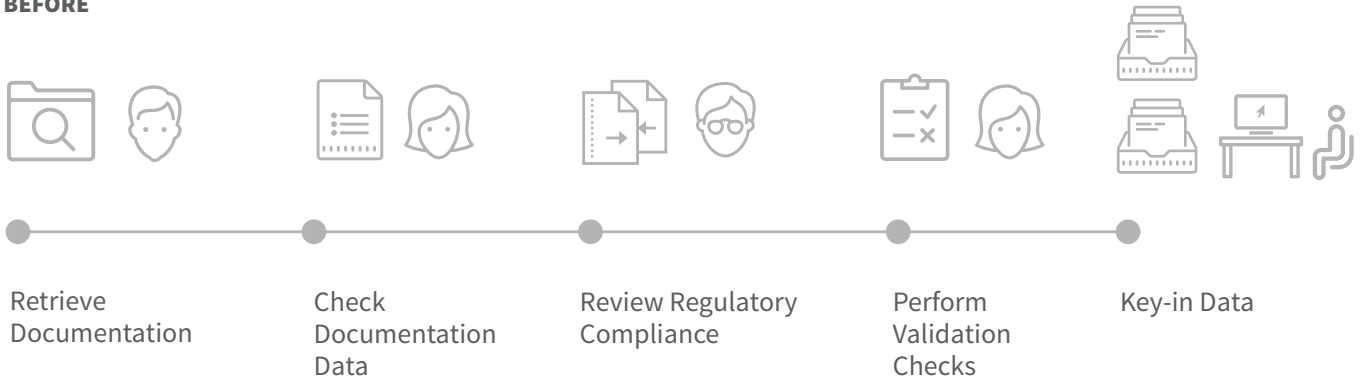
Accuracy Improvement

**+ 5%**

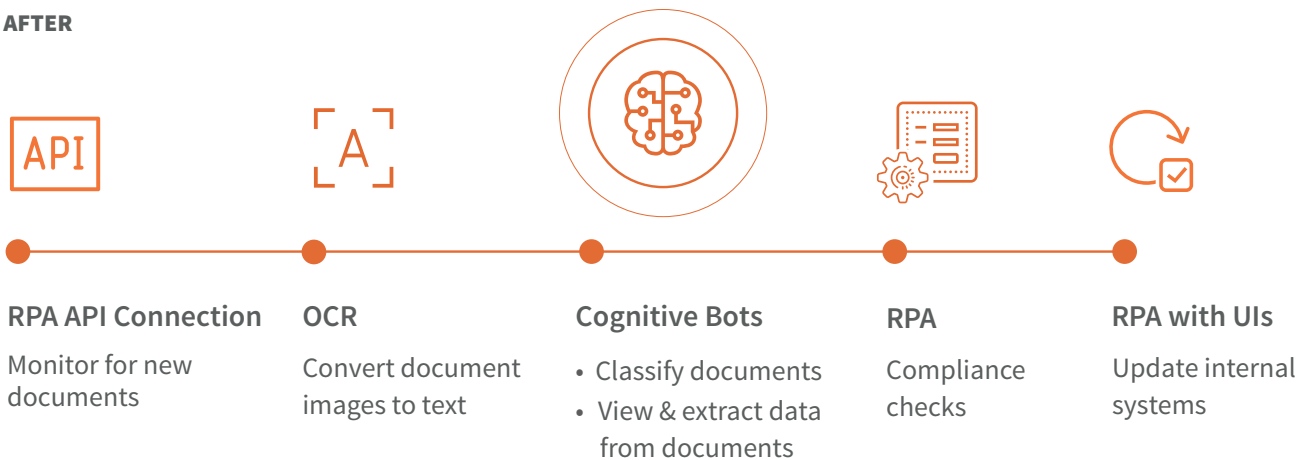
SPA eliminates 5% of common manual errors

# Process

## BEFORE



## AFTER



## RESULTS

- Previously, scrutiny checks were people-dependent and never formally documented. With WorkFusion automation, all data is captured in an auditable format, verifying compliance and enabling traceability where none had previously existed.
- With the process now configured into the software, it's possible to track worker statistics, providing performance data and an overview of availability and progress.
- Worker productivity increased **55%** upon deployment.
- **5%** of common manual errors are avoided just by codifying logic in automation.

WorkFusion's Intelligent Automation empowers enterprises to digitize operations. WorkFusion combines all of the RPA and AI-powered capabilities that global businesses need to digitize operations into enterprise-grade automation products purpose-built for operations professionals.

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