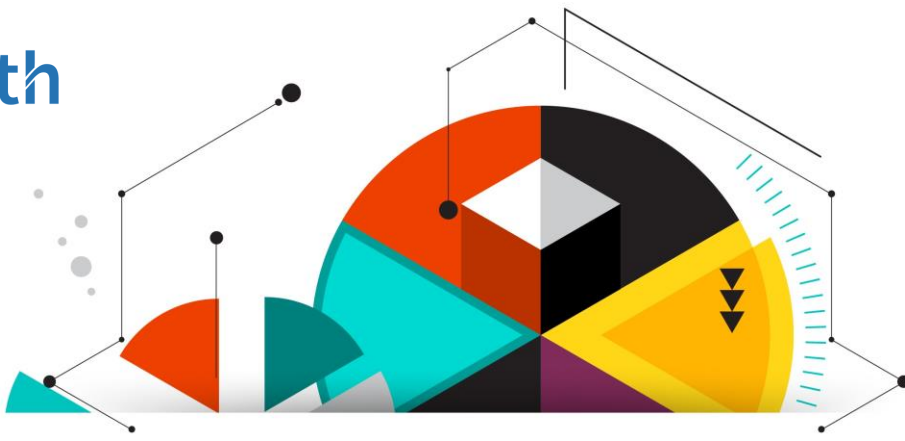


2022 | CASE
STUDIES





RPA AT WORK

FOCUS ON FINANCIAL SERVICES

CLIENT: A RETAIL BANK

PROCESS TO BE AUTOMATED: FRAUD DETECTION

THE CHALLENGE

The bank had an insufficient number of resources allocated, which was weighing heavily on the staff, generating big inefficiencies.

UIPATH SOLUTION

The UiPath Robot **ACCESSES UP TO 15 APPLICATIONS**, both internal and external. It checks several internal and external databases for potential clues of any suspicious activity for the bank's client and posts this information in a report for a human fraud prevention analyst.

CLIENT VALUE DELIVERED

The bank managed to reduce the time spent on requests from **45 MINUTES TO 20 MINUTES**, eliminating human involvement. The robot allowed SLAs to be brought back to acceptable levels without the bank having to multiply the resources allocated. A typically long and arduous process was reduced: **ONE HOUR WAS AUTOMATED TO 5 MINUTES (WITH 95% AUTOMATION)**, where the robot could deliver without exceptions.

