

Case Study

Infosys®

# Infosys Helps a Large European Bank Unlock New Efficiencies Across Three Lines of Business with Kofax RPA

A large European bank cut thousands of hours of manual effort and saved millions of dollars across three lines of business with Kofax RPA. Kofax business partner Infosys completed the implementations, helping the bank realize the full value of its automation investments.

**12,000 hours**  
Saved Per Year with Kofax RPA for  
Fraud Prevention Workflows

**\$1.7m**  
Saving with Kofax RPA for  
Cloud Migration

**83%**  
Efficiency Boost with Kofax RPA for  
Document Collation

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### Meet Infosys

Founded in 1981 and based in Bengaluru, India, Infosys is a global leader in next-generation digital services and consulting, with over thirty years' experience enabling more than 1,200 clients in 45 countries to navigate their digital transformations.

### Products in Use

Kofax RPA

### Focus

Intelligent Automation, Robotic process automation, risk, fraud, prevention, document migration, auditing

## Challenge

### Introducing Infosys

With more than three decades' experience serving customers in 45 countries, Infosys specializes in helping large companies create greater efficiencies with innovative back-office technology. For example, Infosys helps enterprises to shape streamlined business operations using Kofax RPA, part of Kofax's Intelligent Automation software platform. These technologies help businesses save thousands of hours on repetitive, manual tasks and drive multi-million-dollar savings in operational costs.

Infosys recently helped three lines of business within one large European bank to automate key operations for fraud prevention, cloud migration and document collation. With Kofax RPA software robots and expert technical support from Infosys, each of these lines of business has achieved faster workflows, greater operational efficiency and lower costs.

### Shaping efficient fraud prevention operations

Like many financial services organizations, this leading international bank relies on fraud prevention monitoring to protect its customers. Previously, the bank's fraud prevention workflow relied heavily on manual effort. If employees noticed suspicious behavior in a customer's accounts or credit and debit card usage, the standard procedure was to contact the customer by phone or text message to confirm that the transactions were genuine.

As business volumes grew, the bank realized that its employees were being forced to spend increasing amounts of their working days on these essential—but labor-intensive—security monitoring tasks. Operating in a competitive retail banking market, the bank wanted to ensure that it could continue to deliver responsive customer services without compromising on its stringent policies. To achieve its goals without increasing its headcount, the bank engaged Infosys to drive greater automation in its fraud prevention operations.

Working closely with the bank's IT department, Infosys divided the fraud prevention operations into nine separate tasks, each of which could be performed by a software robot. Infosys created a suite of these robots using Kofax RPA's in-built templates and integrated them to form a company-wide automated fraud prevention solution, controlled from a central Kofax RPA dashboard. Equipped with the Kofax solution, the bank can now drive most of its fraud monitoring and alerting tasks without the need for human input.

The bank gave feedback following the successful implementation of Kofax RPA for its fraud prevention workflows: "The Infosys implementation of Kofax RPA went very smoothly, and we have eliminated more than 12,000 hours of manual work annually. This will enable our staff to move away from routine account checks and focus on delivering the kinds of value-added services that foster customer loyalty and drive business growth."

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### Solution

#### Achieving a fast transition to cloud

As the commercial and technical model matures, many banks are now looking for opportunities to use cloud platforms to reduce spending on IT infrastructure and spend more time building data-driven services.

For this large European bank, the cloud offered a cost-effective storage solution for an 18 TB repository of version control system data. As well as eliminating the need for manual storage management tasks, moving to the cloud would enable the bank to decommission a large number of existing on-premises systems, offering significant operational savings.

Moving to the cloud presented multiple challenges. As well as the sheer volume of data to migrate, the bank wanted to ensure that each file retained all its metadata and a complete version control history. Additionally, some of the file formats stored on its on-premises platform were not compatible with the new cloud environment, which required considerable manual investigation and analysis before migration.

The bank calculated that a manual migration would take several months to complete—and its IT team simply did not have sufficient resources, time, or budget. To make migration possible without sending costs soaring, the bank looked for automated solutions, and engaged Infosys consultants to design a solution.

Infosys created a set of Kofax RPA software robots to identify compatible files on the legacy platform, add the appropriate metadata, and migrate them to the correct destination on the cloud platform. The Kofax RPA solution fully automated document transfer operations, enabling the bank to complete its cloud migration project within an aggressive deadline.

The bank estimates that migrating to the cloud reduced its storage management administration requirements by over 86 percent and cut its operational costs by \$1.7 million per year—and the Kofax RPA solution has been a key enabler.

**“We are very proud of our work with Kofax, and we intend to continue using its solutions to drive substantial business improvements at lower costs for many years to come.”**

**Sankar Kuppuswamy, Delivery Manager – Content Services, Infosys**

The bank gave feedback after completing its deployment of Kofax RPA for cloud migration: “Infosys worked efficiently with our IT team to automate our migration to the cloud using Kofax RPA. The level of skill that Infosys brought to this collaboration was outstanding, and it was clear the team had deep expertise in Kofax solutions. RPA technology has helped us build a leaner and more cost-efficient IT environment in a relatively short space of time.”

### Results

#### Accelerating mission-critical audits

For public companies like the large European bank, end-of-quarter is a workload-intensive period. As well as closing the books, it is crucial to deliver accurate and timely audit reports to shareholders and managers—any errors or delays represent a significant business risk.

In the past, the bank relied heavily on time-consuming manual procedures to review its business data and build end-of-quarter reports. Employees downloaded more than 50,000 documents from multiple source systems to a shared drive, and then extracted the required information. Alongside removing the time and cost of this routine, the bank was keen to reduce the risk of human error and improve its data security.

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The bank engaged Infosys to re-design these audit operations. Using Kofax RPA, Infosys created software robots that automatically download and organize the required documents into a centralized and standardized folder structure. The automated collection of files cuts the risk of human error, and accelerates collation overall. And with fewer access rights required, automation reduces the risk of business data being lost, compromised or accessed by unauthorized users.

With Kofax RPA in place, the bank estimates that its auditing is now 83 percent faster than before, enabling it to create and file stakeholder reports more rapidly.

The bank gave feedback following the successful Infosys implementation of Kofax RPA for document collation: "The Kofax RPA solution from Infosys has accelerated our auditing operations enormously. We can now finish tasks that used to take up to two days to complete in a handful of hours. This represents a tremendous labor saving and makes end-of-quarter accounting far less time-consuming. We are very pleased with the positive impact that Kofax RPA is having on our business, as well as the effort the Infosys team put into getting it off the ground."

**"We're pleased to partner with Infosys, and work together to solve our customers' most complex and costly automation challenges."**

**Chris Huff, Chief Strategy Officer, Kofax**

Sankar Kuppuswamy, Delivery Manager – Content Services at Infosys, added: "We've helped clients achieve consistent results for all our recent Kofax RPA implementations: faster business operations, increased efficiency and reduced expense. We are very proud of our work with Kofax, and we intend to continue using its solutions to drive substantial business improvements at lower costs for many years to come."

Chris Huff, Chief Strategy Officer at Kofax, also commented: "Kofax offers a powerful set of solutions within our Intelligent Automation software platform, enabling organizations to deliver end-to-end automation at scale. We're pleased to partner with Infosys, and work together to solve our customers' most complex and costly automation challenges."

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