

# CASE STUDY

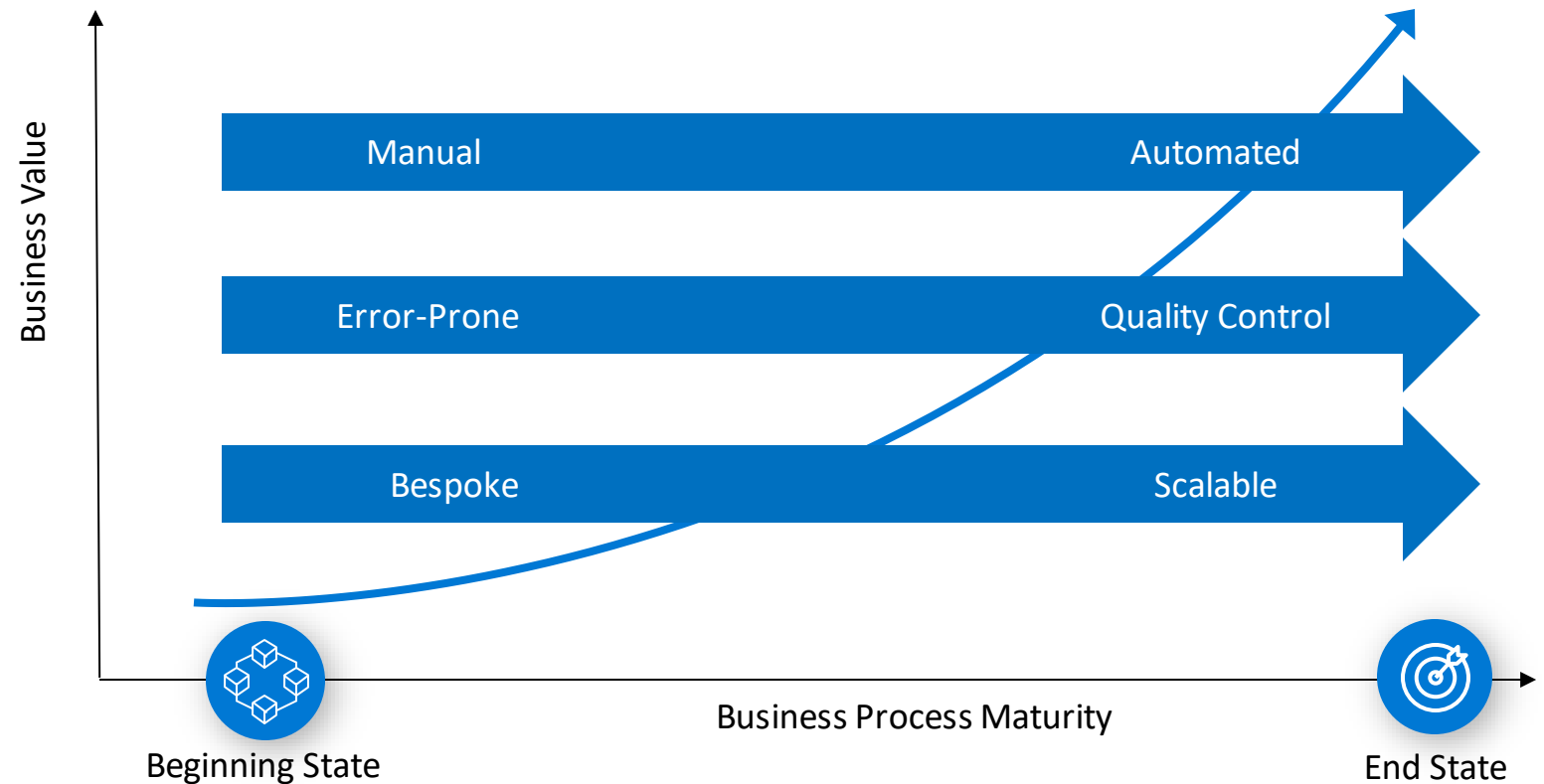
## BANKING – CREDIT DEPARTMENT – DEBT REVIEW



# BUSINESS CASE FOR THE DEBT REVIEW PROCESS IN A CREDIT DEPARTMENT OF A LEADING BANK



When content turns into process applications, intelligent Document Assembly is a mechanism to push customers out along the business process maturity curve



In the end state, business processes are fully encoded in document templates, business logic, automation and workflow design obviating the need for users to even handle documents directly

## BUSINESS CASE FOR THE DEBT REVIEW PROCESS IN A CREDIT DEPARTMENT OF A LEADING BANK



- The debt review process is a highly regulated process with increasing volumes in South Africa
- Once a customer enters debt review, a lot of manual tasks take place with a lot of regulatory requirements and stringent turn-around times for the bank, which makes the current debt review process a resources and time intensive process.
- Some of the manual and tedious tasks within the debt review process are:
  - the receipt and processing of forms received from a debt counsellor;
  - documents that need to be prepared by the bank such as certificate of balances, proposals, payment schedules, etc;
  - legal letters that need to be prepared and sent to the customers such as settlement letters, termination letters, etc.



# BUSINESS CASE FOR THE DEBT REVIEW PROCESS IN A CREDIT DEPARTMENT OF A LEADING BANK

## Business Scenario

Document generation, RPA and Workflow are the key components of Intelligent automation. Banks and their third parties must do a lot of document-based administrative tasks when a person enters the debt review process.

Debt Review is a customer journey with the main purpose to relief customers from distress by re-negotiating payment plans on the customer's debt with the Bank.

## Business Challenges

- Current processes rely mostly on e-mail, manual human intervention for processing tasks from Debt Councilors and the manual creation of contracts and letters to the customer
- This manual process is resource intensive, time consuming and prone to human errors
- The Debt Review process is highly regulated with strict turn-around times expected from the banks to deliver contracts and communications. The dependency on manual processes and e-mails mean that some tasks can fall through the cracks from time to time.

## Solution Design

The proposed solution to solve the business challenges for the Debt Review process includes:

- Provide a platform for seamless interaction between the bank, the debt councilors and the attorneys
- Document generation and automation to solve the tedious tasks of creating documents and letters manually
- RPA to be used to retrieve and push information from and to legacy banking systems (which in most cases do not have API's exposed to external applications), which will then trigger DocFusion requests to create contracts and letters to the customers and Debt Councilors.

## Business Impact

 **Cost Savings**    **Efficiency**    **Speed**    **100% Compliance**    **70% cycle time reduction**

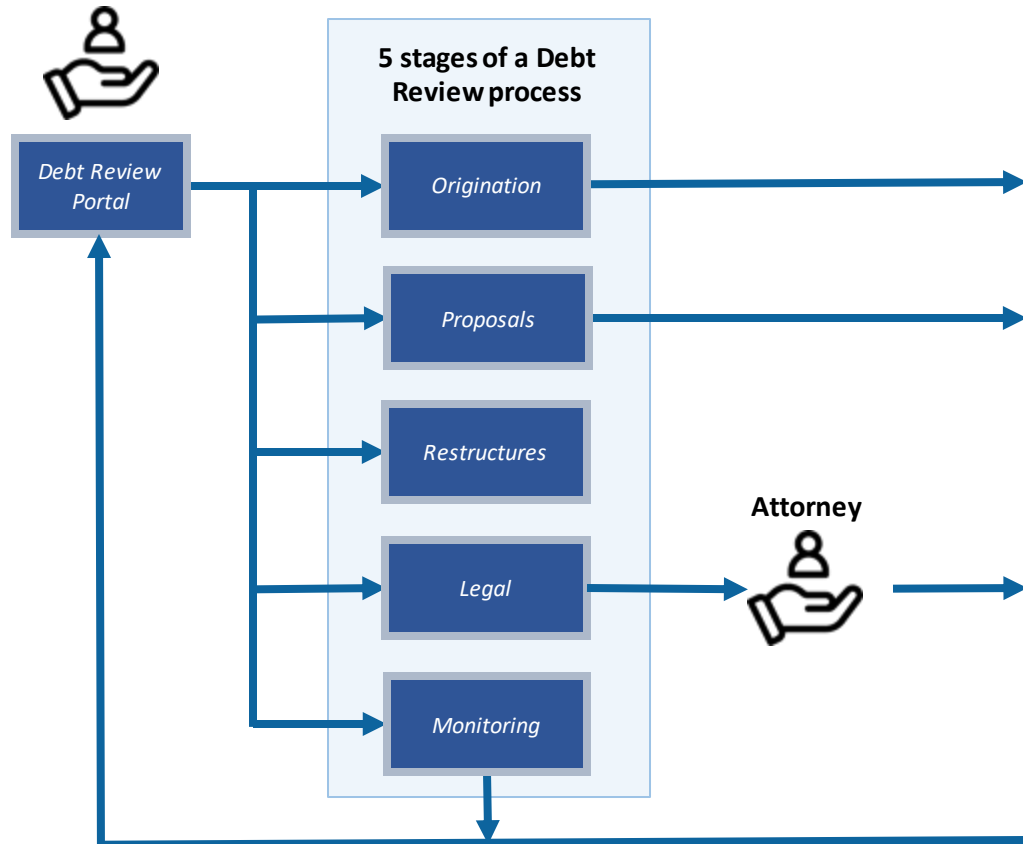
## Solutions Components

  **Workflow**   



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NCR Debt Counsellor



The Debt Review department handles all debt review applications that have been received from debt counsellors on behalf of financially distressed customers.

Debt Review provides relief in the form of negotiating repayment arrangement terms on credit agreements in respect of a customer's debt obligations.

These arrangements may include a change to the instalment, term and interest rate.

## Business Impact

Cost Savings Efficiency Speed 100% Compliance 70% cycle time reduction

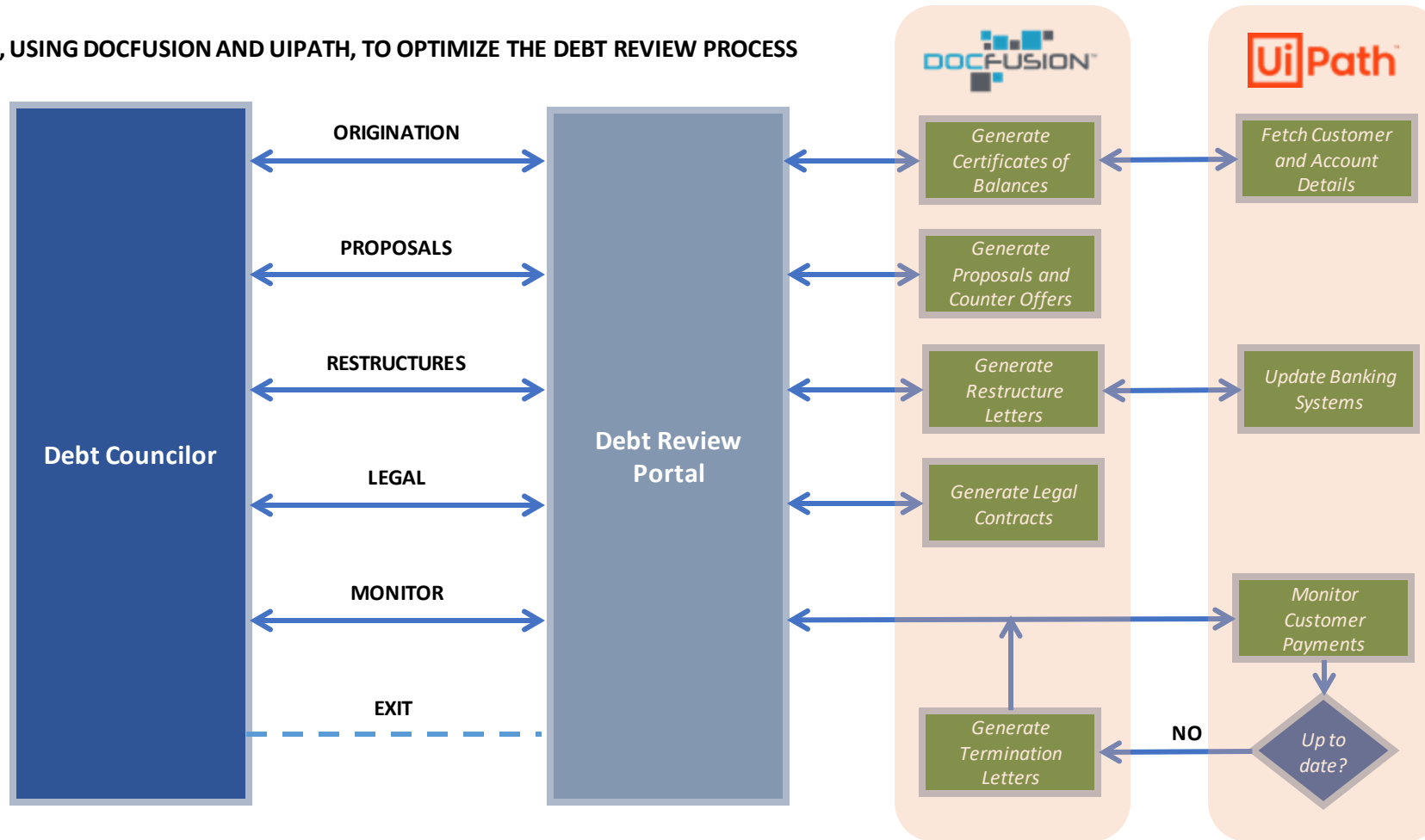
## Solutions Components

Workflow



# BUSINESS CASE FOR THE DEBT REVIEW PROCESS IN A CREDIT DEPARTMENT OF A LEADING BANK

PROPOSED SOLUTION, USING DOCFUSION AND UIPATH, TO OPTIMIZE THE DEBT REVIEW PROCESS



## Business Impact

Cost Savings  
 Efficiency  
 Speed  
 100% Compliance  
 70% cycle time reduction

## Solutions Components

UiPath  
 DOCFUSION  
 Workflow  
 Business Process Reengineering