

Case Study

About the Client

A leading banking firm with its presence in multiple locations across the nation.

Client Challenge

The client required a solution provider to automate their resource dependent, time-consuming manual customer data verification, and data management process. The manual process took a huge amount of time per verification process and increased errors. The customer satisfaction hasn't met due to human errors and higher time consumption. There is no proof for the verification done by an employee. Both quantity and quality haven't met as expected.

The client sought a provider with deep domain expertise in the AI and Robotic Process Automation (RPA) who could address their challenge and empower their business process.

Solution Offered

Qruize Magic - An iRPA suite has been deployed to take over the operation of the client's day-to-day manual customer data verification and management process. We provided appropriate digital workforces (Bots) which extracted required data from the ID proof image into structured data. The extracted data is validated with external websites and took a screenshot of the external website as proof of verification. The compiled data is stored in a structured format. It also provided greater insights into the overall process with statistical data for the key stakeholders. The whole process of verification and data management gets over in 2 minutes for each customer data.

Partnership Results



99%

of manual processes
automated for the task.

1200+

of applications processed
per week.



Greater cost savings
and better customer
satisfaction.