



Roboteur RPA Success Study with Nedbank CIA

Nedbank South Africa Invests in Customers and Employees with a Successful Intelligent Automation Program

Summary

Nedbank, one of SA's largest banking groups with a wide range of wholesale and retail banking services, rises to the unique challenges in the remote work landscape using Roboteur to automate manual business critical on-premises employee and customer Biometric data management services.

Business Impact

10 000 biometric records processed	1500 scanned images processed	4 weeks from scoping to full implementation	540 employee hours saved
--	---	---	------------------------------------

Challenges

The COVID-19 crisis has presented a set of unanticipated and unprecedented challenges to countries around the world, and South Africa is no exception with some of the stricted lock down regulations globally.

Nedbank is well equipped for the necessity of employees being able to work remotely over VPN, however there are still limitations on certain business critical areas of the bank's data that are not accessible over the internet and must be processed on site.

With the majority of staff working remotely, pressure to deliver on all on-site workloads soon began to overwhelm the reduced on-site staff in an unsustainable manner, which resulted in a slowdown in operational delivery.

Solution

Looking to address the growing backlog as quickly as possible, Nedbank's center of RPA excellence turned to intelligent automation, and earmarked Roboteur as the best fit for speed to delivery and our built-in OCR, MS Office and Web browser automation capabilities.

Working at pace and recruiting 4 Roboteur robot workers into its workforce, Nedbank designed an optimization and deployment process to divide large data-sets of sensitive employee and customer biometric information among the robot workers to search and update on the internally hosted IBM MDM system.

Once this data-set had been processed, the robot workers tackled the unprocessed biometric information, scanned images, extracting text and number information from the images and reconciling the information captured into the IBM MDM system.

By the end of week one, digital worker optimization was completed and additional digital workers had been deployed.

By the end of week four, Nedbank had processed over 10,000 biometrics information management tasks and had taken significant pressure off of its employees. But most of all, Nedbank responded in an efficient and timely way, giving customers peace of mind when they needed it most.