

KYC Automation with Intelligent RPA

Overview

A BFSI client – with more than 90 million customers around the world and more than 20,000 employees worldwide - on automating their KYC processes. The customer wanted to have a Customer Identification Program (CIP) review for more than 150,000 clients with Trust accounts. This required a very comprehensive document review process involving a huge volume of documents. Various details had to be extracted from a document, such as document ID, names, dates, signatures, and comparing it etc. Reviewing the documents manually and validating it would have taken a lot of time and effort and prone to errors and would not have been accomplished on time as they had to finish it by the first two quarters of 2018.

With RPA Tool, the client was able to automate the process by scanning the document with OCR, extract the relevant details, flag up documents which did not have the required information, and create reports and audit trail across all touch points. The client benefited from not having to invest in scaling up the manual effort - thereby saving costs, reducing errors and turnaround times, without compromising on efficiency and productivity of the existing staff.

Challenge

Given the tight schedule to complete the KYC process having high volume of documents, processing manually was out of the scope as it required a significant investment in a cost, time and effort. Processing the document manually would have been time consuming and error prone, which would have affected the timelines in onboarding customers.

The client tried alternate solutions for processing the documents using open source tools, other automation methods, which further added to the complexity. This further gave rise to additional challenges for reviewing the processed documents. In order to maintain the huge volumes of data, the customer had to bear overhead costs for maintaining the KYC documents.

Since the KYC process was getting complex and monotonous, it required an RPA solution with built-in cognitive capabilities which could learn from how exceptions were handled. The RPA solution was also required to interpret different data formats.

Opportunities Identified

The above challenge led to approaching RPA Tool as a solution. The RPA Tool team studied the problem areas and was able to define the opportunity by assessing the current process which included

- Processing documents manually and that were repetitive
- Huge Volumes of data to be processed with different formats
- KYC process for new and existing customers
- Visual Analytics for providing insights on the completion of KYC process

Solution

RPA Tool comes with cognitive capabilities, machine learning and natural language processing features, flexibility and end-to-end automation capabilities – both rule-based and intelligent. Its ease-of-use, plug and play components and a relatively short on-boarding time compared to other RPA solutions in the market makes it easy to integrate with applications and automate processes.

Bots were designed to:

- Extract client data from various systems, repositories to verify client's information
- Validate the existing client information
- In case of missing data, send emails to members requesting information and track reminders
- Flag the data for manual intervention to handle exceptions using RPA Tool's Data Interface
- Upon completion of validating each KYC document (for new and existing customers), update source systems

Key features brought in by RPA Tool:

The RPA Tool bots, with its self-learning capabilities, automatically learns from the exceptions. Initially, when an exception is encountered, the reviewer is notified in his RPA Tool's Data Interface screen for manual intervention. The bot understands the context and the steps applied to handle the exception so that it can automatically process it when it encounters similar exceptions in the future. The self-learning capabilities are also extended to teach the bot to interpret any complex document formats encountered.

Results

The turnaround time for the eKYC processing has increased and greater efficiency levels to the tune of 90% as well as a significant reduction in errors were achieved. Before RPA Tool, the average time taken to process one document was around a 10 mins. With the current solution, average time taken has dropped to 1 minute. With the previous RPA solution, effort required to process a new document took 2 hours, while RPA Tool's hybrid automation (rule-based + intelligent) resulted reducing it to under 10 mins. Time taken to correct errors in a new document was reduced to 1 min from 3 mins. With RPA Tool's Data Interface, the bots could automatically learn from human actions and process documents from the next occurrence. This enabled the resources previously occupied in this manual effort to focus on more productive and functional tasks, improving their morale and work-life balance.

Highlights

- 90% Efficiency
- 95% Turnaround time improvement
- 90% Automation Coverage
- 200000 Documents processed