Revolutionizing Business Operations with RPA, Custom Dashboards, and Custom Applications

Making Data Work Harder: 70% Less Time Spent on Reports

Overview:

A leading mid-sized financial services company specializing in loan management and underwriting approached us to improve operational efficiency, enhance data-driven decision-making, and automate repetitive tasks. Their current processes were manual and time-consuming and lacked integrated visibility into critical data points.

Business Challenge

The client faced three major challenges

1. **Inefficient Processes**: Routine tasks like loan application processing, document verification, and report generation were manual, consuming valuable employee time and leading to delays.
2. **Data Visibility Gaps**: There was no centralized platform to monitor key metrics, resulting in scattered data silos and inefficiencies in reporting.
3. **Scalability Issues**: Existing systems were not flexible enough to accommodate business growth or integrate with third-party systems seamlessly.

Solution Delivered:

We designed and implemented a comprehensive solution combining Robotic Process Automation (RPA), Custom Dashboards, and a Custom Application.

Results Achieved

1. Enhanced Efficiency:
• Loan processing time was reduced by 40% through RPA automation.
• Employee productivity improved as teams focused on higher-value tasks.
2. Improved Data Visibility:
• Custom dashboards provided real-time insights, reducing report preparation time by 70%.
• Stakeholders could make faster, data-driven decisions.
3. Scalability:
• The custom application streamlined operations and scaled to handle a 50% increase in loan applications without additional resources.
4. Customer Experience:
• Enhanced transparency and faster processing led to a 30% improvement in customer satisfaction scores.