Enhance Efficiencies and Simplify Processes with IBM BPM

OVERVIEW
The client is a large bank based in Saudi Arabia. The company faced several issues with its car loans processing and needed an automated solution to manage documents and notifications, detect fraud, ensure compliance with regulations and improve processes across the organization.

KEY TAKEAWAYS
- Efficient document management and improved processes
- Real time notifications to customers
- Improved turnaround time and accuracy

BUSINESS CHALLENGES
- The company faced challenges due to inefficiencies and human error in their auto loans documentation processes while staying compliant with regulations
- They wanted to improve fraud detection and improve security
- They needed to enable automation to manage processes and workflows, overcome poor performance and manage customer notifications

OUR APPROACH
Royal Cyber implemented an auto lease solution to manage car loans. This allows business users to search for customers, understand their internal and external debts, and approve loans based on rules. At the same time, it keeps the customer notified about loan progress or requests to furnish additional documents, thus reducing approval time significantly and improve loan approval accuracy.

In addition to this, we implemented the following solutions to improve processes across the organization:
- IBM BPM 8.5.6 to enable business process automation
- Message Broker integration to connect other systems and manage customer data efficiently
- WODM to manage business rules
- Integration with an external credit bureau to manage liabilities
- Email and text messaging services
- Jasper reports to generate dynamic PDF documents
- IBM BPM Document Store to manage documents and versioning
RESULTS

The client gained the following benefits:

- Automated and simplified processes to manage document gathering and maintenance. The client was able to achieve enhanced performance and improve efficiencies with BPM automation.
- Improved approvals process to ensure strict checks and reduce fraudulent activities
- Reduced time to modify processes
- Real time customer notifications on loan progress via email and SMS
- Automated flows where user interference is not required
- Centralized business rules to ensure that changed rules are applied everywhere
- Improved turnaround time and accuracy enabled reduction in costs, time and effort