

## Automating & orchestrating the process across the Financial Sector



### About the Client

This Company is a leading financial advisory in North American region with more than 30+ years of experience. Company provides financial advice for personal/individual, small business and commercial corporates. The company has several different LOB's which includes Basic Finances, Credit Management, Education Finances, Brokerage, Wealth Management, Retirement, Rewards/Benefits, Merchant services, Loans/Credits and Insurance/Protection.

#### Industry

Banking & Financial  
Services

#### Client

Leading Financial Advisor in  
North American region

#### Offerings

IBM Business  
Process Management

### Business Challenge

The client needed a process to orchestrate the following:

- Publish their financial opportunity to their clients with approvals from different review board team
- The updates of the opportunity portal has to interact to show the approved/listed opportunities to their customers
- A system to create/publish/modify opportunities by financial advisors
- Approvals from review board members were maintained in Emails
- A report to measure opportunity metrics

## Solution and Benefits

The solution will leverage IBM BPM solution to orchestrate the processing, tracking and reconciliation of Opportunity creation/modification and capture of opportunity behavioral data for reporting purpose. This involved different user groups and approvals process.

- Centralizing governance opportunity creation process providing compliance and legal sign-off
- Elimination of email approvals by providing business process flow for all opportunity submissions
- Data Management volume review enabling governance oversight regarding potential financial advisor/client impact of all opportunity offerings
- This solution will integrate with opportunity Securities Domain to publish security search opportunities
- Light-Weight client side validation to avoid human errors on submitting opportunities
- Provide statistical reports on creation/modification/cancellation/deferred opportunity.
- Quick view dashboard were implemented which helps user to approve/reject/defer and complete the task

## In addition, Royal Cyber delivered the following benefits

- Improved time-management & workflow • Many processes have now been automated
- Improved visibility of approvals • Automatically extracting data from emails
- Client validation without human involvement

## About Us

Royal Cyber is a modernized e-business solutions provider specializing in software deployment. We are an IBM Premier Business Partner, an IBM Authorized Trainer and Microsoft Certified Gold Partner. Since our company's inception in 2002, our experts have been leaders in providing exceptional and award-winning services to organizations across different industry verticals around the globe.

Headquartered in Chicago, Illinois, we have a global footprint with offices and development centers across North America, Asia, Europe, Africa and the Middle East. Our strategic move of establishing an offshore centre in Asia has helped us reduce costs and provide highly competitive rates to our valued clients without compromising on quality.