blueprism®
Robotic Process Automation Software

The co-operative bank

The Co-operative Bank achieves 80% saving in processing costs

Delivering the **world's most successful digital workforce.**

The Challenge

The excess queue procedure at the Co-operative Bank is carried out daily to accept, reject and return direct debits, cheques and standing orders as a result of the customer having insufficient funds to meet payments. Overnight BACS processing results in a daily 'queue' of customers with payments due to leave their accounts and with insufficient funds to meet these payments. A nine-strong team in the bank would have the daily responsibility of manually reviewing the 2,500 or so higher risk accounts. They would then make a decision to either return or process the payments depending on the account profile of each customer.

Commenting on the plan to automate the excess queue procedure, Joanne Masters, Business Systems Manager at the Co-operative Financial Services said "The Bank is committed to proactively supporting customers and the business case for the project was to redeploy staff from manual roles into customer facing account management roles, alleviate the daily time pressure of having to complete all processing by a 3pm deadline and manage all customer accounts with the same degree of accuracy and consistency"

> **"The excess queue procedure is now managed entirely by Blue Prism, requires little human intervention and the project is well on its way to achieving all of our objectives."**
>
> **— Joanne Masters, Business Systems Manager, The Co-operative Bank**

The Solution

The Co-operative Financial Services completed the automation project using operational agility software from Blue Prism. This enables non-technical users

to integrate and orchestrate systems and processes non-invasively and without change to the bank's core systems.

The automation of the entire procedure means that the bank now has a 'virtual team of 20 people completing the workloads by 11am each day instead of a team of employees working to meet a 3pm daily processing deadline.

Joanne Masters concludes: "The excess queue procedure is now managed entirely by Blue Prism requires little human intervention and the project is well on its way to achieving all of our objectives."

> "We are delighted that the co-operative bank is realising such demonstrable value from implementing Blue Prism software, the reduction in processing costs and the multiple benefits being realised are substantial and we look forward to continuing working with the team on new challenges."
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> — Alastair Bathgate, CEO Blue Prism

The Benefits

The bank has seen a number of benefits as a result of automating the excess queue procedure.

PROACTIVE CUSTOMER ACCOUNT MANAGEMENT

Employees previously engaged in manual processing have been released to work on pro-active customer account management.

Outbound customer calls can now be made every day of the week where previously they were confined to Saturday when there was no activity required on the excess queue.

Commenting on the move, Joanne Masters, Business Systems Manager, The Co-operative Bank said "with more staff now working on outbound customer calls we are able to quickly identify customer in financial difficulty and pro-actively call them to discuss their accounts, rather than reacting too late, enhancing our overall customer service"

CONSISTENCY

Treating customers fairly and in a consistent and timely manner is of paramount importance to the bank. The rules-based Blue Prism process ensures that the excess queue procedure is followed in exactly the same way every time, ensuring that the bank is able to meet its FSA obligations.

Summary of business benefits

- Redeployment of employees into proactive customer account management roles
- 80% of process now automated
- Increase inbound customer service call levels
- Blue Prism software significantly improves consistencies around customer account management
- Creation of 'virtual team of 20 employees' ensures processing deadline are met each day

TIME SAVING

Prior to automation, eleven employees would work from 7.30am to clear the queue yet on high volume days struggle to meet the 3pm deadline for payment processing. With 80% of the process already automated, nine team members have been moved across to customer facing roles.

About Blue Prism

As the pioneer, innovator, and market leader in RPA, Blue Prism delivers the world's most successful digital workforce. The company's software robots automate repetitive administrative tasks while meeting the requirements of the most demanding IT environments, where security, compliance, and scalability are paramount.

Blue Prism provides a scalable and robust execution platform for best-of-breed AI and cognitive technologies, and has emerged as the trusted and secure RPA platform of choice for the Fortune 500.

To learn more, visit **www.blueprism.com** and contact +44 (0) 870 879 3000 | +1 888 757 7476.