

ROBOTIC PROCESS AUTOMATION For Financial Services Industry

Robotic Process Automation (“RPA”) is the technology that allows a software robot to be configured to emulate the actions of a human interacting with systems to execute business processes. RPA robots utilize user interface to capture data and manipulate applications just like humans do. They interpret, trigger response and communicate with other systems in order to perform a vast variety of repetitive tasks.



What FI processes are relevant to RPA?

Essentially, any high volume, business rule driven, repeatable process qualifies for automation.

Applying to Financial Institutions, RPA are commonly applied to:

- ✓ Customer onboarding (KYC/CDD/EDD)
- ✓ AML monitoring, watchlist updates
- ✓ Transactions operations (i.e. loans)
- ✓ Regulatory Reporting
- ✓ Reconciliation
- ✓ Customer Service (as a Virtual Assistant)
- ✓ Internal Finance and HR operations

RPA Automation Bundle for FIs

Leveraging on the MAS Digitalization Grant, we have created a bundle to kickstart your automation journey.

Project duration: 8 weeks*

- ✓ Application of MAS grant
- ✓ RPA platform software to design and for robot runtime
- ✓ RPA awareness workshop to introduce the technology and identify processes for automation
- ✓ Training to IT and business users on automation
- ✓ Joint bot development with your team for 2 processes

* Excludes time required for grant approval