

Major Retail Banking Transformation Themes

Global Case Studies and Benefits Overview

Immersive Domain Experience

Over 200+ dedicated subject matter experts working globally on cutting edge banking and financial service space part of advisory services, program management and architectural design. Consulting practices has team members comprising of change managers, business analyst, data scientist, GRI experts etc.

Global Clientele

Over 50+ current clients based globally, where TechM is delivering assignments of consulting, managed services and system integration programs. Facilitating global benchmarking support against end to end customer experience, operational metrics and business outcomes. Working with top 3 banks in Canada, Top 4 banks in the US and other major banks in Latin America.

Digital Transformation Themes

Major Themes:

Process Simplification, Omnichannel (Design Thinking Principles), Industry 4.0, Cognitive, Robotics, Analytics, Digital Performance Management Standards, Process Mining, Managed Services etc.

Financial Impact

Major Performance Summary:

Financial Benefits: Savings -> \$300+ Million, Cost & Risk Avoidance -> \$2+ Billion

Topline Impact / Revenue Enablement: \$500+ Million

Customer Experience: 95% engagements, 15% positively impacted



Process Automation Catalogue in Branch Banking

Risk & Compliance

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- KYC / AML
- Tax / Regulatory Reporting

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Loans & Advances

- Application Processing
- Account Setup & Maintenance
- Payment Processing

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Check Processing

- Returns Processing
- Exceptions Processing
- Document Management - Imaging, Scanning, Indexing

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Account Maintenance

- Account Opening & Closure
- Fees, Interest, Charges & Waivers
- Interest Rate Updating
- Verification & Customer Notifications
- Monitor Compliance Violations
- Affiliation Updates
- Settle Payments
- Payments Exceptions Processing
- Customer Service

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Payments & Deposits

- Payments Data Entry
- Payments Data Validation
- Payments Check Receipt
- Reconciliations
- Nostro Reconciliations
- Nostro Funding



...powered by End to End Digital Stack

Tech Mahindra observes a comprehensive customer experience management framework for front office customization, major themes focus on;

- Cost reduction
- Risk and compliance
- Self-service enablement
- Creation of blue ocean of non-contested market space that can become a sustainable competitive advantage in longer term

Over 200+ digital ecosystem are delivered that has provided the aforesaid outcomes as client business strategy.

Self Service Based Customer Experience

About Author



Dr. Neeraj Parashar is PhD in Digital Performance Management Standards and is Practice Head of BFS, Global Risk & Compliance, Digital & Design Lab for Tech Mahindra. He has also worked as Global DPO for Tech Mahindra and its clients. His other qualification is MBA (Information Systems and Marketing) from IMS, Indore, M. Phil in Economics, Certified DPO, Six Sigma MBB, Lean Master, PMP, CIO Said - Gartner Certified Professional and an alumnus (Diploma in Software Engineering) of Carnegie University of Pittsburgh, USA. He is keynote speaker of many international forums, member of NASSCOM Special Advisory Group (Analytics), and part of academic research of many international universities.

He has over 21 years of experience of consulting (operational, architecture and advisory) delivery of Digital, Analytics, Cognitive and RPA based business excellence projects.