



Leveraging BOTS to Automate the ACH Process for a Credit Union

Client

The Client is a Credit Union that provides financial solutions such as saving and checking accounts, loans, investment, credit and debit cards, insurance, ATMs, online banking, and other related services communities in the State of California.

Challenges

The Credit Union's existing ACH (Automated Clearing House) payment process required manually keying the data received in the core banking system from the payments team into the application. This process involved navigating through the application's various workflows for different types of entries and entering multiple values into multiple boxes. This process was executed on all working days of the week. Updating each record would take approximately 5 minutes, and the daily ACH file consisted of 50 to 80 such records on average.

The Client had stringent SLAs for processing the Loan & Deposit amounts, which resulted in long processing times and delays in addressing other higher priority issues during quarter-end, as there were a large number of records. Additionally, given the manual entry process, it was fraught with human errors.

The Client was looking at a solution that would help them process the files faster, eliminate manual errors, and reduce overall cost.



Solution



Opteamix deployed a team comprising an RPA architect, a Business Analyst, and two senior RPA experts to help implement the solution. We leveraged Microsoft's WinAutomation RPA platform to deliver an effective and economical solution for the bank to implement. The designed solution offered complete automation of repetitive tasks, thus removing all human intervention. It was deployed on the Credit Union's private Cloud and was intended to be highly scalable and secure while compliant with all legal requirements.

Value Delivered



Opteamix helped the Client achieve significant benefits as a direct result of the RPA solution that was implemented, such as:

- ▶ 99% reduction in turnaround time as the Loan Servicing team now just had to place the ACH file and initiate the Bot.
- ▶ Adherence to SLAs during quarter ends increased to 100%.
- ▶ Zero human-induced errors as a result of Robotic Process Automation implementation.

About Opteamix

Opteamix is a Digital Technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.