

Case Study: Reengineering Assessment of Lockbox Services for a Leading Commercial Bank



\$1 MM in savings per annum by improving workflow efficiency and via outsourcing



BUSINESS CHALLENGE

- Top 20 US Commercial Bank
- Challenges in Retail & Wholesale Lockbox offered to Businesses
 - Volatility of volumes & demanding processing times
 - Diversity in client requirements limited standardization
 - Very high infrastructure cost



APPROACH

- Use of SmarTrans model to analyze Business Operations
- Recommendations for increasing workflow efficiency:
 - Standardized single workflow across multiple centers
 - Enable review from images rather than paper
 - Use of recognition engine for reducing data entry
- Leverage offshore delivery model for Item Entry, Remittance Entry, MICR Correction, Scan-line Correction & Data Entry



BENEFITS

- \$750,000+ per year savings from workflow changes
- Cost reduction of \$250,000 per year from outsourcing
- Identified business process and technology upgrades for longer-term sustainable process improvements