

CASE STUDY

Integration of Leasing Applications improves efficiency and productivity for a large Belgian Bank



The Client

The client is a Belgium bank, engaged in multi-channel distribution via bank branches, insurance agents, brokers and the internet. The bulk of the client business is generated in Belgium and in a number of central-European countries.

Business Need

Client wanted an optimized leasing application with improved processing capabilities in order to address certain issues with respect to individual loan applications.

Business Challenges

- There was a high turn-around time due to the high complexity of the existing application process for leasing.
- There was low productivity as the loan application process was quite labor-intensive across all branches. Lack of manual resources was the primary bottleneck for the client in processing additional loan applications.
- There were inefficient processing capabilities. The branch was not supported by a logical process flow for the registration of a commercial credit application. The recording of the information was spread over a multitude of applications with a lot of double registrations.



Business Solution

- NIIT Technologies developed and deployed standardized, user-friendly applications and process flow for the handling of commercial credit applications at the branch level.
- The procedures to tackle the issue of uneven distribution of the loan applications processing workload during a year were automated.
- The existing process flow for the registration of a commercial credit application was improved by eliminating redundancy in registration data.

Business Benefits

- NIIT Technologies was able to improve the efficiency and lower the turn-around time for processing lease applications.
- The throughput time in terms of delivery of leasing contracts and guarantee documents was reduced.
- The solution led to more than 80 percent productivity-improvement in terms of resource utilization. Earlier 1 FTE used to process 336 applications in a year while post-automation this count got augmented to 605 applications per year.

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