

Case Study

Integration of Leasing Applications for a large Belgian Bank

Client Profile

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 Challenge

Client wanted an optimised leasing application with improved processing capabilities in order to address the following issues with respect to individual loan applications:

- **High turn around time: This was** due to the high complexity of the existing application process for leasing.
- **Low productivity:** The loan application process was quite labour-intensive across all branches and lack of manual resources was the primary bottleneck for the client to process additional loan applications.
- **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

Methodology

- Developed and deployed standardised and user-friendly application and process flow for the handling of commercial credit applications at the branch level
- Automated procedures to tackle the issue of uneven distribution of the loan applications processing workload during a year.
- Enhanced existing process flow for the registration of a commercial credit application by eliminating redundancy in registration data.

Impact Achieved

- Improved efficiency and lower turn around time for processing lease applications.
- Shortened throughput time in terms of delivery of leasing contracts and guarantee documents.
- Led to more than 80 percent productivity-improvement in terms of resource utilisation. Earlier 1 FTE used to process 336 applications in a year while post-automation this count got augmented to 605 applications per year.