

# Boosting financial services performance through intelligent automation

A recent McKinsey report says finance and insurance professionals spend 50% of their time collecting and processing data. That soars to 90% for mortgage brokers. Hardly the definition of efficiency.

For any successful business, operational efficiency is critical – and for banking and finance, it needs to go hand in hand with agility, a great customer experience and, in an ever more tightly regulated environment, 100% compliance and accuracy. More and more financial organizations are turning to automation, and intelligent automation, to improve efficiencies, productivity, accuracy, agility, outcome prediction, customer experience and more.

The benefits of automation right across the business are many and ever-increasing...



**60%**  
reduction in  
**PROCESSING TIME**  
for a Leading Asset  
Management Firm<sup>i</sup>



85%  
of a customer's relationship  
with a brand will be managed  
**WITHOUT** interacting with  
a human by 2020<sup>ii</sup>



**82%**  
OF EY SURVEY RESPONDENTS  
are prioritizing gaining efficiencies  
through technology in 2018<sup>iii</sup>



**88%**  
of legacy banking  
organisations  
**FEAR LEASING**<sup>iv</sup>



**72%**  
of Deloitte  
survey respondents  
expect to have  
**STARTED RPA**  
**JOURNEY BY 2020**<sup>v</sup>



**86%**  
of Deloitte survey  
**RESPONDENTS**  
**REPORT IMPROVED**  
**PRODUCTIVITY**<sup>vi</sup>



**90%**  
gained improvements in  
**QUALITY/ACCURACY**<sup>vii</sup>



**92%**  
achieved improved  
**COMPLIANCE**<sup>viii</sup>



**45%**  
**COST REDUCTION**  
VS  
**MANUAL PROCESSES**  
for a Leading Financial  
Services Company<sup>ix</sup>



**71%**  
**OF BANKS REPORT**  
that blockchain and smart  
contracts will be critical  
or very critical for their  
organizations over the  
next three years<sup>x</sup>



**49%**  
OF EY SURVEY RESPONDENTS  
are investing in technology specifically  
to automate regulatory and  
compliance procedures<sup>xi</sup>





New Ideas, More Value.™

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Financial organizations are deploying technologies like RPA, BPM AI, NLP, blockchain, and machine learning, and leveraging intelligent automation to improve overall business performance, while ensuring better fraud detection, transaction processing, reporting across systems, and regulatory compliance.

**With 30 years of experience as the trusted technology partner for over 200 financial institutions and some 6000 advisors, NIIT Technologies has the deep domain expertise to help you create, a smarter, more efficient, and agile business through intelligent automation.**

**Engage with the emerging at  
[www.niit-tech.com](http://www.niit-tech.com)**

i <https://www.niit-tech.com/resource-library/case-studies/unlocking-agility-data-driven-business-processes-leading-asset>  
ii [https://www.gartner.com/imagesrv/summits/docs/na/customer-360/C360\\_2011\\_brochure\\_FINAL.pdf](https://www.gartner.com/imagesrv/summits/docs/na/customer-360/C360_2011_brochure_FINAL.pdf)  
iii [https://www.ey.com/Publication/vwLUAssets/ey-global-banking-outlook-2018/\\$File/ey-global-banking-outlook-2018.pdf](https://www.ey.com/Publication/vwLUAssets/ey-global-banking-outlook-2018/$File/ey-global-banking-outlook-2018.pdf)  
iv <https://thefinancialbrand.com/69180/2018-top-banking-trends-predictions-outlook-digital-fintech-data-ai-cc-payments-tech/all/>  
v <https://www2.deloitte.com/cn/en/pages/strategy-operations/articles/the-robots-are-ready.html>  
vi <https://www2.deloitte.com/cn/en/pages/strategy-operations/articles/the-robots-are-ready.html>  
vii <https://www2.deloitte.com/cn/en/pages/strategy-operations/articles/the-robots-are-ready.html>  
viii <https://www2.deloitte.com/cn/en/pages/strategy-operations/articles/the-robots-are-ready.html>  
ix <https://www.niit-tech.com/resource-library/case-studies/automating-electronic-fund-transfers-leading-financial-services>  
x [https://www.accenture.com/gb-en/\\_acmedia/PDF-78/Accenture-Banking-Technology-Vision-2018.pdf](https://www.accenture.com/gb-en/_acmedia/PDF-78/Accenture-Banking-Technology-Vision-2018.pdf)  
xi [https://www.ey.com/Publication/vwLUAssets/ey-global-banking-outlook-2018/\\$File/ey-global-banking-outlook-2018.pdf](https://www.ey.com/Publication/vwLUAssets/ey-global-banking-outlook-2018/$File/ey-global-banking-outlook-2018.pdf)