

## FINANCIAL SERVICES

# ACH IN THE CLOUD: BOTS PROVIDE ON-DEMAND SCALING

### Profiled Organization:

A Fortune 100 diversified bank that offers a broad array of financial products and services to consumers, small businesses, and commercial clients.

### CHALLENGE:

Automated clearinghouse (ACH) payment processing has historically been an extremely painstaking endeavor, with numerous touchpoints for employees to perform small but critical tasks. It was fraught with potential errors—and very slow. Customers—always a top concern of the bank—wanted their payments processed accurately and swiftly. The bank itself needed to cut costs, eliminate errors, and free its employees from tedious, manual tasks, to jobs more suited to their human abilities and ingenuity.

### SOLUTION:

The bank chose the Automation Anywhere Enterprise platform to automate its ACH processing. But because of the high volume of transactions the bank processed every day, the technology had to be scalable. The bank decided that running RPA in their highly secure cloud environment would scale to meet increasing business demand and insure the privacy of its clients' information.

### RESULTS:

100,000

Hours in employee time saved annually

50

Fulltime employees reassigned to higher-value tasks

100%

Reduction in errors

2.5

Months to complete automation

100%+

ROI within one year