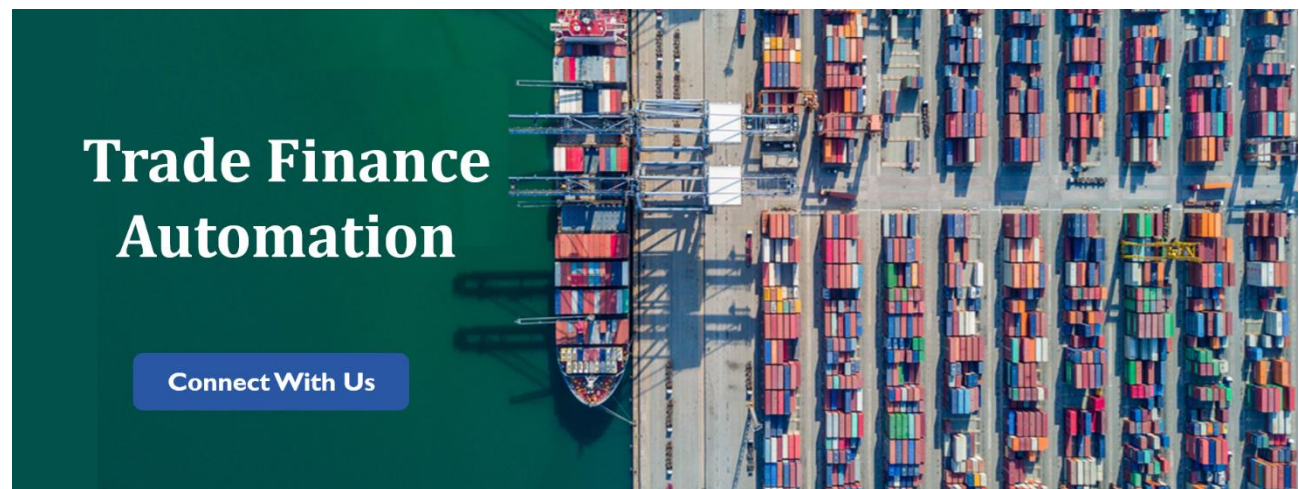


Kyzer Software ensures Trade Finance Operational Excellence and Service Transformation for Leading Mid Segment bank - RBL Bank



Industry: Banking

RBL Bank worked with Kyzer Software to build a Trade Finance Automation Platform using the Kyzer Framework to increase straight through processing in the trade front & back office and to meet market demands.



Business Need

RBL bank wanted to increase straight through processing for their Trade Finance Services products. Increasing straight through processing and thus reducing processing costs was the biggest business driver to implement TradePro.

The other business driver was demand for Improvements in auditability & compliance, enhanced Revenues

quick service. RBL bank management wanted to have detailed insights in their Trade Services products, ensure customer satisfaction and excellent TAT based and wanted to be able to issue Letters of Credit and Collections via the Internet. CE met all these needs and more.

Use Case

Key Challenges

- Partial Automation - Multiple applications being used for data entry and verification
- Duplicate Data entry in multiple systems leading to Inefficiency
- Absence of real time monitoring automated reports
- Missing on automated internal controls, compliances, lengthy checklists
- Manual customer deliverables / case updates & Missing Customer Communication/Notification on Email/SMS
- RBL Bank Trade Finance back office could not improve straight through processing without changing the way customers were interacting with the trade department.
- The Trade Services department was (and of course partially still is due to the nature of the product) characterised by “paper processes”.
- Application forms, for example for Letters of Credit, were received by fax or courier or scans as email attachments.
- Branches & Wholesale Customer Services were communicating with Trade Services via telephone or emails, using forms without field validations, cross checks etc. Due to lack of product knowledge, the branches were facing challenges in processing Trade requests impacting customer satisfaction and productivity.
- Many application forms were received without important information, without signatures or with LC instructions which were impossible to process.

Tracking and Tracing

Next to the processing problems, customers would contact the branch, WCS or trade department with questions about the status of their trade files. The phone calls and e-mail enquiries interrupted the processing tasks and thus were decreasing the processing efficiency.

Market Demands

In order to grow as one of the best Trade Services providers in India and other countries, RBL bank has developed a trade platform together with Kyzer Software to meet these growing market demands.

Use Case



RBL Bank chose Kyzer Software's TradePro solution to create a robust solution:

- An electronic movement of Trade Requests in a paperless workflow environment.
- End to end visibility of customer request
- Dashboard visibility of all request at a click
- **Integrations with CBS, Third Party systems, Treasury** to reduce the Data entry effort and collation substantially
- Intelligent Data Handling to offer Alerts for Real Time Deduplication, Deferral, Customer Requests, Process designs are towards **improvement of TAT & max STP** and reduction of Operational Cost
- Bank was looking forward to an adaptable & configurable architecture over the Ideal architecture
- Configuration of Bank's Approval and Deviation Hierarchy.
- Email communication/notification to the assigned approver.

The project started in **March 2016** and TradeZone was implemented in **April 2017**.

The product is being transformed on a continuous basis to suit the changing needs of the bank.



The short-term results are already visible: increased customer satisfaction, increased sales of Trade products, management reports ensured detailed analysis, increased straight through processing resulting in lower costs and complete auditability on the Trade functioning within the bank.

Customer Information

RBL Bank

The Mumbai based bank is one of the leading and growing financial service provider in the Indian market.

Furthermore, with over 75 years of existence, RBL Bank has an established network of over 1,617 Offices (372 Branches & 1,245 BC Branches) spread across 28 Indian States and Union Territories.

Serving the local market by leveraging their strengths makes RBL Bank a popular choice for their clients.

RBL bank's corporate clients are served through a network of experienced relationship managers, financial logistics consultants, product specialists, industry specialists, researchers and analysts.

For more information, visit www.rblbank.com.